

Arkansas Department of Community Correction



Annual Report
2002

The Equal Opportunity Employer

In keeping with the mission of the Arkansas Department of Community Correction, the Agency employs individuals who are dependable, professional and sincerely interested in achieving the mission of the Agency.

The DCC is an equal opportunity employer, providing opportunities without regard to race, color, sex, religion, national origin, age, disability, or veterans status. This policy and practice relates to all phases of employment including, but not limited to, recruiting, hiring, placement, promotion, transfer, layoff, recall, termination, rates of pay or other forms of compensation, training, use of facilities and participation in Agency-sponsored activities and programs.

All members of the DCC management staff are familiar with this statement of policy, the philosophy behind it, and their responsibility to apply these principles in good faith for meaningful progress in the utilization of minorities and women.

Agency Profile



When the Arkansas Legislature passed the Community Punishment Act (548) in 1993, the Department of Community Punishment (DCP) was created. The purpose of this act was to establish an agency to assume the responsibilities of management of all community punishment facilities and services, execute the orders of the criminal courts of the State of Arkansas and provide for the supervision, treatment, rehabilitation and restoration of adult offenders as useful law-abiding citizens within the community.

The ultimate goal of the Act was to balance the need for punishment with services and to assist the offender in becoming a law-abiding citizen. The DCP is responsible for the administration of all community punishment facilities, services and means of supervision, including probation and parole and any other types of post supervision releases.

During the 2002 fiscal year, a bill was signed by the Governor to change the official name of the agency to the Department of Community Correction.

Table of Contents

2	Letter to the Governor
3	Organization Chart
4	Board of Corrections
6	Management Team
7	Director's Office
10	Administrative Services
14	Planning and Management Services
29	Residential Services
41	Probation and Parole

The Mission

“To promote public safety and a crime-free lifestyle by providing community-based sanctions in a cost-effective manner, and enforcing State laws and court mandates in the supervision of adult offenders remanded to the Department of Community Correction.”

Letter to the Governor

The Department of Community Correction respectfully submits its Annual Report for the fiscal year 2002. The report summarizes the agency's progress during the year.

We are very excited about the accomplishments of the staff in their dedicated efforts to meet our legislative mandates. The past year was packed with evaluation and restructuring to facilitate more manageable caseloads, enhanced programming and analysis of the impact of the activity that took place.



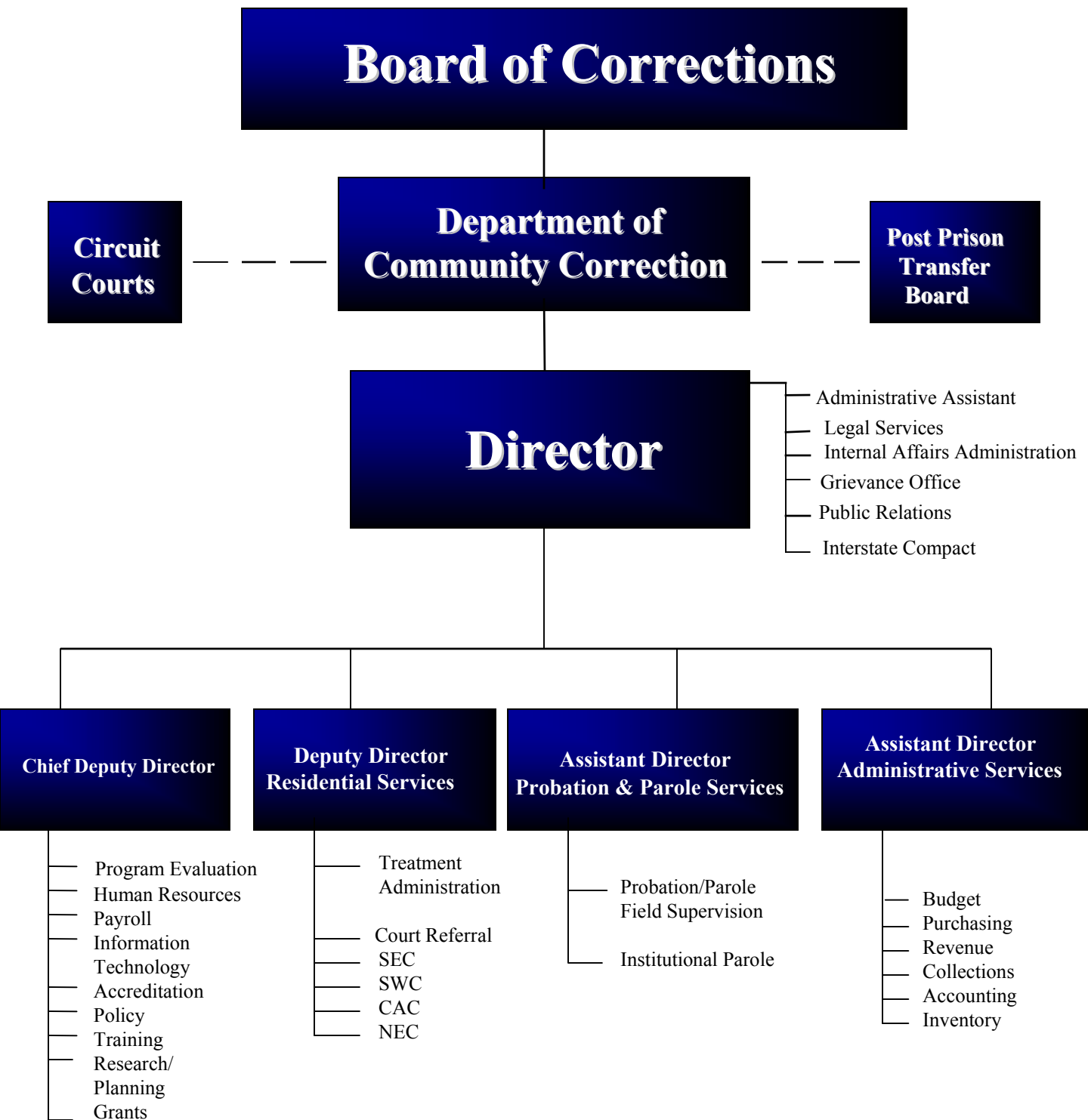
DCC was involved in the development of a strategic plan and provided performance-based standards for State officials as we move toward a progressive government. We also are very proud that we were able to go online with our electronic offender tracking system (eOMIS), to be shared with the Department of Correction and provide benefits to law enforcement statewide. We look to play a very active role in eGovernment and are well on the way with the eOMIS project.

We believe with establishment of the additional drug courts, and further development of the day reporting centers, continuation of MRT, the therapeutic communities, outpatient substance abuse programs and more, form a solid core of intermediate sanctions that will have a positive impact on Arkansas prisons. Additionally, we obtained American Correctional Association accreditation for the Probation/Parole Services and the four Correctional Centers all in the same year.

We will continue to foster partnerships that facilitate the best practices and services that DCC can deliver.

Sincerely,

G. David Guntharp
DCC Director



SEC – Southeast Arkansas Community Correction Center
SWC – Southwest Arkansas Community Correction Center
CAC – Central Arkansas Community Correction Center
NEC – Northeast Arkansas Community Correction Center

Board of Corrections

Mission

“Fulfill the mandates of the court through the use of confinement, treatment and supervision in a safe and humane manner, while providing offenders the opportunity for positive change, thus contributing to public safety.”

- ◆ Dr. Mary Parker, Chair
- ◆ Benny Magness, Vice Chair
- ◆ Drew Baker, Secretary
- ◆ Leroy Brownlee
- ◆ William Ferren
- ◆ Kelly Pace
- ◆ Pastor J. Aaron Hawkins



Board's Vision

- ◆ The paramount aim is to produce crime-free, productive citizens and end the revolving door of crime.
- ◆ Our relationships with offenders, victims, families, staff, service groups and agencies are marked by dignity and respect.
- ◆ A continuum of sentencing options is established with appropriate placement and movement of offenders.
- ◆ The roles of State adult correctional agencies are clear and relationships collaborative so offenders are served with continuity.
- ◆ Every offender is given an opportunity to improve himself/herself in an environment safe for both staff and offenders.
- ◆ Our decisions are driven by data and knowledge of what works.



Management Team

G. David Guntharp
Director

Veter Howard
Chief Deputy Director

Rick Hart
Deputy Director
Residential Services

Dan Roberts
Assistant Director
Probation & Parole Services

Rick Smith
Assistant Director
Administrative Services

David Eberhard
Legal Counsel

Bill Lowe
Human Resource Administrator

Linda Strong
Interstate Compact Manger

Rhonda Sharp
Assistant to the Director for Public Relations



Director's Office



Legal Counsel



David Eberhard

Representing the agency in claims filed with the Claims Commission is only one of the many duties that DCC's Legal Counsel fulfills. The Legal Counsel is also responsible for representing the agency in grievance proceedings both at the internal and State level, monitoring lawsuits filed by offenders and employees, providing Legal review of agency policies, contracts, leases and other legal documents, as well as training/advice to employees regarding legal issues that have a potential impact on the agency.

Internal Affairs



Dicky Johnson

As needed by the Director, the Internal Affairs Administrator and staff are responsible for administering the agency's employee drug testing program, employee background investigations, process for certifying probation/parole officers as specialized police officers and internal investigations to assist in the fact-finding process in the daily management and operation of the agency.

Grievance Office



Sherry Enderle

The Grievance Officer is not limited to the task of administering employee grievances, but also serves as chairperson for grievance hearings, the statistician for developing reports of grievance demographics and type, referral coordinator for intake of offenders into community correction centers, and coordinator of resident disciplinary appeals for Residential Services.

Public Relations

The Assistant to the Director for Public Relations works closely with the Director to advise on public affairs issues that affect the agency. Serving as the liaison between the public and the agency, the PR officer is responsible for developing and designing presentations for the agency, as well as designing and implementing the agency public affairs programs, and creating and publishing the agency newsletter, "Community Spirit."



Interstate Compact

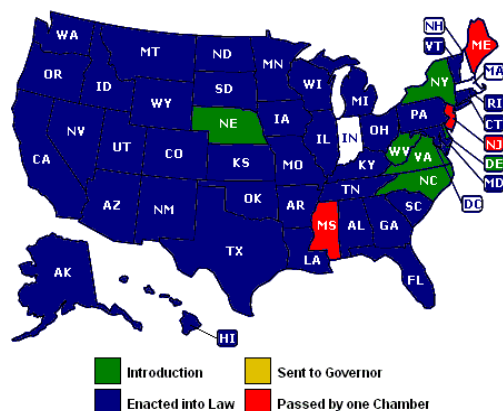
Serving as the communication liaison between Arkansas offices and out-of-state offices, the Interstate Compact Manager and staff are responsible for processing the initial investigation requests for transfer of supervision from and to other states, progress reports, and extraditions, etc. The Compact office also provides official notice of the Probation/Parole officers acceptance or rejection of offenders for interstate transfer of supervision.

In 1937, the United States Congress enacted the Interstate Compact which allows states to enter into agreements with each other for the transfer and supervision of parolees and probationers who travel from state to state.



During fiscal year 2001, the 83rd General Assembly of the Arkansas Legislature passed Senate Bill 252, now Act 253 of 2001, to become effective following the same action of 34 states and one year following the first meeting of the newly created Interstate Commission. This legislation will totally revamp the current compact. As of June 19, 2002, Pennsylvania became the 35th state to enact the Interstate Compact.

The purpose of the new compact and the Interstate Commission will be to provide the framework for the promotion of public safety and protect the rights of victims through the control and regulation of the Interstate movement of offenders in the community; to provide for the effective tracking, equitably distribute the costs, benefits and obligation of the compact among the compacting states. In addition, this compact will create an Interstate Commission that will establish uniform procedures to manage the movement between states of adults placed under community supervision and released to the community under the jurisdiction of courts, paroling authorities, corrections or other criminal justice agencies which will promulgate rules to achieve the purpose of this compact; ensure an opportunity for input and timely notice to victims and to jurisdictions where defined offenders are authorized to travel or to relocate across state lines; establish a system of uniform data collection, access to information on active cases by authorized criminal justice officials, and regular reporting of compact activities to heads of state councils, state executive, judicial, and legislative branches and criminal justice administrators; monitor compliance with rules governing interstate movement of offenders and initiate interventions to address and correct non-compliance; and coordinate training and education regarding regulations of interstate movement of offenders for officials involved in such activity.



Administrative Services



Rick Smith
Assistant Director



Appropriations

General Revenue (510)

Drug Court (549)

Cash Funds (C06)

Special Revenue for Community Correction Programs (2GH)

Federal Funds (1BA)



Financial Breakdown

510 Appropriation

Regular Salaries	\$17,815,985
Extra Help	28,797
Personal Services Match	5,175,816
Overtime	194
Operating Expenses	6,303,478
Travel-Conference	13,105
Professional Fees & Services	1,557,122
Appropriated	34,052,138
Allocated:	30,894,497
Spent	30,894,497

548 Drug Court

Regular Salaries	\$303,019
Personal Services Match	74,753
Appropriated	909,178
Allocated:	377,772
Spent	377,772

C06 Appropriation

Operating Expense	\$ 639,109
Capital Outlay	10,342
Appropriated	1,369,198
Allocated	1,329,648
Spent	746,624

2 GH Appropriation

Regular Salaries	\$ 3,161,880
Personal Services Match	968,089
Operating Expenses	153,352
Travel-Conferences	3,896
Parking	10,000
Community Correction Program	1,971,795
Appropriated	6,276,359
Allocated	6,276,359
Spent	6,269,012

1 BA Appropriation

Regular Salaries	\$150,880
Personal Services	25,879
Appropriated	1,052,719
Allocated	239,562
Spent	176,759



Veter Howard
Chief Deputy Director



Planning & Management Services

Goals

- ◆ To facilitate and coordinate maintenance of American Correctional Association Accreditation of Probation/Parole Services and Residential Services
- ◆ To meet the needs of staff through training, policy development, and administration of employee benefits.
- ◆ To assist with the development and evaluation of agency programs (through recidivism and other studies, pilot programs & research) to facilitate appropriate outcomes and “best practices” in corrections programming.
- ◆ To develop an informative, state-of-the art website in compliance with State policies, procedures, regulations, and laws.
- ◆ To administer the Information Technology Plan, including facilitating completion of Phases II and III of the electronic Offender Management Information System (eOMIS) implementation (residential component, drug court/day reporting center activity and interfaces with other agencies).

Mission

“To provide professional and efficient support to DCC management developing/improving training, special programs, information systems and technology, and resources; facilitating policy development consistent with the agency mission; conducting research, assessment/evaluation; and providing comprehensive human resource services to DCC employees.”

Human Resources



Bill Lowe
HR Administrator

- ◆ Converted from AHRMS to AASIS with minimal problems due to advanced training in AASIS by DCC employees and the employees willingness to accept change.

- ◆ Completed training and retraining on AASIS functions for DCC personnel and have all essential personnel roles mapped.

- ◆ Assisted in achieving and maintaining compliance with ACA standards.

- ◆ Revised the Employee Handbook and published it on the agency website. This action saved DCC considerable printing costs and provided the employees immediate access.

- ◆ Completed and distributed the DCC Personnel Directory.

- ◆ As a result of establishing a career ladder for Parole-Probation Officers, 142 incumbents received promotions as follows:

 - 100 - Promoted to Parole/Probation Officer II, grade 20

 - 26 – Promoted to Parole/Probation Assistant Area Manager, grade 21

 - 16 – Promoted to Parole/Probation Area Managers, grade 23

- ◆ Created a new employee applicant tracking system which will allow HR not only to record applicants but purge information for various reporting processes.

- ◆ Revised the Career Ladder Incentive Plan (CLIP) eligibility requirements.

The activities performed by Human Resources are designed to support the mission of the agency and provide assistance that will enable employees to perform their job duties and responsibilities. Human Resources is committed to providing services that are in compliance with State and federal guidelines and provide equal employment opportunities.

- ◆ Established a new Identification Badge system which is incorporated into the security system for access to various floors and areas within the central office building.
- ◆ Established a paper recycling program at no cost to DCC. The money generated from selling the recycled paper will assist the Warren Human Development Center in purchasing various items.
- ◆ The Career Ladder Incentive Program (CLIP) is an incentive-based pay system that includes pay for meeting certain performance principles and incorporates job related criteria that must be met. The CLIP program was implemented August 2000. During the report period, 209 bonuses were awarded for a cost of \$142,706 and 186 non-competitive promotions were awarded.
- ◆ As of June 24, 2002, there were 801 filled positions at DCC.
- ◆ In December 2001, employees were awarded certificates of Recognition for continued employment with the state of Arkansas. Awards are as follows:
 - 36 - 10 year awards
 - 3 - 20 year awards
 - 1 - 30 year awards
- ◆ The PREVIEW/STEP 1 Assessments for selected personnel are now administered via the Internet, which gives DCC immediate access to the results and saves time and money.
- ◆ As a result of a suggestion by the ACA review team, HR has completely revised its personnel file maintenance and disposition plan using five part folders.



Training



Tom Copeland
Training Manager

DCC employees participated in over 31,800 man hours of training for fiscal year 2002

The Training Section coordinates and facilitates employee understanding of policies and procedures critical to successful performance of employee duties and safety and security.

Class Title	Sessions	Session Hours	Graduates
Residential Services Basic Training Academy	3	160	82
Probation/Parole Officer Academy	2	240	40
CPR	6	18	120
Therapeutic Community	1	36	40
Moral Reconation Therapy	1	31	32
Cognitive Intervention	5	24	30
Defensive Tactics Re-certification	1	8	200
Instructor Development	1	40	7
ROPES Course	2	8	20
Work Place Violence	2	8	50
Restraint Chair	5	2	90



Dan Ford, Amanda Hankins and Chris Moore

Special Programs

- ◆ Evaluations were made of the Little Rock Drug Court, Osceola and Texarkana Day Reporting Centers, Probation and Parole, and the Community Correction Centers. Reports included histories of the programs, some national data including facts, trends and national statistics, experience and reference articles from other states, characteristics of local agency programs, and a report of program activity. Additionally, statistical packages were developed that formed a basis for a number of graphs and charts to help explore the degree of success of the various programs of the Agency. Recidivism studies were conducted for the various programs.



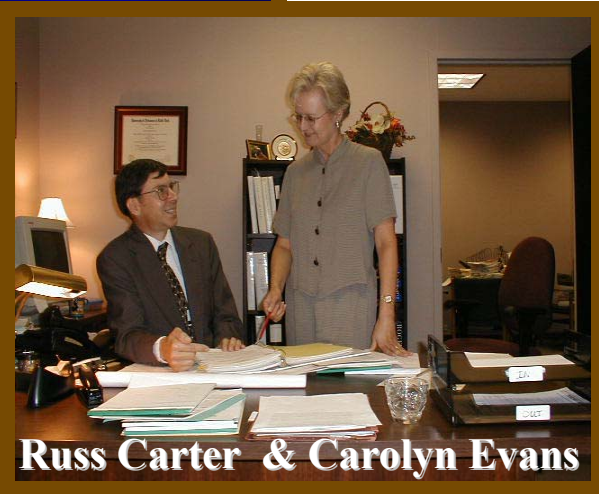
- ◆ Proposals were made using monthly, quarterly and annual charts and graphs to continually monitor program activity.
- ◆ Worked with the Probation and Parole Area Manager for treatment in standardizing the treatment forms used by all Drug Courts and Day Reporting Centers.
- ◆ The Special Programs Administrator and Grants Coordinator served as Evaluation Team Members for the United States Department of Justice planning grant for the 8th Judicial District-South Drug Court.
- ◆ An automated record keeping and reporting computer software was identified and adopted for use by Drug Courts and Day Reporting Centers.



The Special Programs Administrator manages research, program development and evaluation activities. The administrator also manages the operations of the Policy, Research, Accreditation, and Grants Development activities and determines criteria and the plan for evaluating the effectiveness of agency programs.

Policy

At the conclusion of the 2001 Arkansas Legislative Session, the Policy section developed revised policy to implement changes in State law (e.g., Sex Offender Registration, DNA Sample Collection). In addition, corrective action plans resulting from the agency's initial American Correctional Association (ACA) accreditation audit required policy revisions. As a newly accredited agency, DCC further committed to coming into compliance with revised accreditation standards the ACA Performance-Based Standards for Adult Community Residential Services. The Policy Section worked with the DCC ACA Compliance Manager to identify and address policy revisions needed to operate in conformity with the revised standards.



The Policy Section also developed guidance for the following two new programs: The Community Transition Program, which provides community correction center residents the opportunity for a graduated release, enhancing their chances for a successful transition to community living; and the Technical Violators Program, authorizing community correction center staff to conduct intake processing of offenders approved to participate in the Arkansas Department of Correction Technical Violators Program.

Responding to local and national concerns regarding possible acts of terrorism, the Policy staff reviewed and updated the questionnaire agency staff use to appropriately handle bomb threats and provided guidance for recognizing and handling mail that may be contaminated with anthrax.

The Policy Section plays a key role in keeping agency guidance in compliance with applicable laws, regulations, and standards.

Policies Issued

- AD 01-13 Technical Violators Program Intake
- AR 7.15 Segregation
- AD 01-12 DNA Sample Collection
- AR 3.14 Employee Conduct and Discipline
- AR 3.15 Sexual Harassment
- RS AM 01-04 Uniformed Personnel
- FO 01-01 Sex Offenders Registration
- FO AM 01-04 Uniformed Personnel
- RS AM 01-05 Facility Sanitation and Food Service
- AD 01-01 Employee Awards/Recognition
- AR 7.30 Furlough Program
- AD 02-02 Community Transition Program
- AD 02-03 Furlough Program
- AD 02-04 Employee Grievance and Mediation Procedure
- AD 02-05 Use of Computer Resources
- Field Operations Manual-Case Management Section & relevant forms
- Field Operations Manual-Enforcing Conditions of Supervision Section & relevant forms

The achievement of accreditation is a considerable honor among correctional agencies. Having achieved accreditation in August of 2001, DCC has now embarked upon the re-accreditation process.

Agencies seeking re-accreditation must satisfy the same criteria satisfied for the initial accreditation. Additionally, agencies must demonstrate efforts to improve upon established compliance levels achieved during initial accreditation, including progress in completing plans of action.

File documents must indicate continuous compliance with the standards/expected practice throughout the accreditation period. In 2004, auditors will seek confirmation of compliance by examining records, file and logs dating back to the initial accreditation period to determine if continuous compliance has been maintained.

The agency is seeking re-accreditation using 4th edition Performance Based Standards for Adult Residential Services and 3rd edition standards for Adult Probation and Parole Services.

On April 1, 2002, all residential facilities made the transition to Performance Based Standards for re-accreditation.

In May of 2002, the Annual Certification Statement for Probation and Parole Services was submitted to the American Correctional Association for review and comment. The annual certification statement contains the following:

Current standard compliance levels

Includes any changes in standards compliance since accreditation, and listing on a standard-by-standard basis of any standard with which the agency has fallen out of compliance or achieved compliance.

Update of plans of action

A progress report is included with respect to plans of action submitted to the hearing panel, indicating completion of plans resulting in compliance with a standards and revised plans reflecting the need for additional time, funds and/or resources to achieve compliance

Significant Events

A report was made of events and occurrences at the agency during the preceding year that impacts on standards compliance, agency operation or the quality of services provided by the agency.



Research

The responsibility of the Research Analyst is to design and assist the Special Programs Section in maintaining state-of-the art programs for the management and treatment of supervised offenders. Research activities include leading and conducting special research studies and monitoring and coordinating project and program activities for the Agency. The Research Analyst conducts research to identify new and innovative programs and activities, evaluates the effectiveness of programs based on personal observations, conducting surveys and interviews, gathering and reviewing data and reports, and conducting recidivism studies.

Drug Courts, Recidivism

A programmatic evaluation was conducted using demographics (e.g. race, gender) and program completion data. Statistics from the analyzed data were reduced to chart form. Statistics pertaining to re-offense and re-incarceration were expressed in terms of six-month periods beginning at 12 months from program completion.



Day Reporting Centers

Activities of the two agency Day Reporting Centers were evaluated based on the goals and objectives of the program. Program access and admission criteria were examined, program characteristics were gathered and evaluated, and data was gathered on clients dismissed from the program, the program components, the discipline process, use of incentives and sanctions, hours of operation and staff availability. Resulting statistical data was reported to management.

Probation and Parole Operations

Probation and Parole Activities for the year were examined and some statistical data pertaining to the volume of activity and demographics of the probation and parole populations were presented. The Department of Justice National Correctional Population Report was included in the report to provide some basis for comparison for Arkansas statistics. Probation and parolee drug test results and profile for the period January through April 2002, provided information relative to the numbers of positive drug test results by type of drug and broken out demographically by gender and age. Recidivism information provided some insight into the degree of success of supervision and program efforts.

- ◆ DCC received \$403,354 for a RSAT continuation grant for the Southwest Arkansas Community Correction Center Special Needs Program.
- ◆ \$50,000 was received from the Workforce Education, Carl D. Perkins funds to purchase vocational/technical instructional services for females confined in the Southeast Arkansas Community Correction Center (SEACCC) from the Southeast Arkansas College (SEARC) in Pine Bluff. The funds will pay for books, tuition and incidentals while residents are confined and funding will continue upon their release to communities throughout the State.
- ◆ The Natural and Cultural Resources Council and Department of Arkansas Heritage granted \$96,798 for the restoration project of the Walter B. Sorrels Cottage at the SEC in Pine Bluff, Arkansas.
- ◆ The Arkansas Department of Health granted \$20,000 to DCC to purchase AIDs/HIV curriculum, materials, and training for the four community correction centers.
- ◆ U.S Department of Justice, Community Programs Office, Residential Substance Abuse Treatment granted \$421,624 for the continuation of the long-term substance abuse treatment program for special needs offenders for the Southwest Arkansas Community Correction Center (SWACCC) in Texarkana, Arkansas.
- ◆ The Stripper Well Fund and Arkansas Department of Economic Development/Energy Programs granted \$20,000 to DCC for the insulation and repairs of the Sorrels Cottage.



The grant section is responsible for seeking funds for piloting or developing new and innovative programs to enhance department services that meet the needs of the offender population. In addition to the seeking grant funding, the Grants Coordinator assisted with Program Evaluations and managing Recidivism Studies, conducted surveys and provided grants administration including reports to various national agencies including the Bureau of Labor Statistics, Department of Justice Program Offices and others.



Mass-Media Section

Created in April 2002, the Mass-Media Section has helped DCC to accomplish the goal of making a presence on the World-Wide Web. The section staff design, publish and distribute the agency's annual reports and maintain the architectural design and structure of the agency's web page through graphic design, technical writing and html coding. The Project Analyst serves as an educational resource to the web page viewers for the understanding of the DCC Navigation Path. Some of the accomplishments this year include the following:



Angela Duncan
Management Project Analyst

- ◆ Designed a proposal for Management Team for a new state-of-the art web page, which was divided into implementation phases. The plan was accepted and implemented, and the new web page was unveiled to the public in the first phase on May 24, 2002.

Phases that were implemented between May 24, 2002 – July 1, 2002:

Phase I – Opening Page, Policies and Forms

Phase II – Agency Profile, Human Resources and Employees

Phase III – Publications and Residential Services

Phase IV – Management Team

- ◆ “Exploring Community Corrections in Arkansas” became the theme for the web page.

- ◆ Designed, published and distributed annual report packets for fiscal year 1999-2001 reports. Packets contained compact disc and hard copied annual reports.

- ◆ Developed a photo archive of DCC employees and current events, which are used for agency publications.



Refined the electronic Offender Information Management System (eOMIS) after production began on June 21, 2001. Many enhancements were made during this period, especially in the area of information reporting. The Field Services Monthly Report was programmed into eOMIS and produces statistics by area, office or the entire state for any specialized date range. This one enhancement alone has saved the equivalent of six full time equivalents (FTE) for the Department.

- ◆ Enhanced the performance level of hardware supporting eOMIS. In conjunction with the Department of Information Systems and vendors, conducted a stress test of the exiting hardware to accurately forecast the level of hardware needed to support the anticipated number of DCC and ADC users.
- ◆ Developed a systematic procedure to monitor expenditures and timelines in enhancing the eOMIS system. Costs for system modifications are obtained and submitted to the Management Team for approval prior to project initiation.
- ◆ Installed Virtual Private Network connections in four locations across the State, permitting officers who work outside existing DCC offices to access the eOMIS system over secure connections.
- ◆ Assisted in the implementation of e-OMIS in the Arkansas Department of Correction.
- ◆ Supported the modification of the Agency's web site.
- ◆ Enhanced the Vehicle Maintenance System (MVS) for tracking vehicle maintenance and automatically preparing required DF&A reports. Because of the MVS, DCC has saved over 40 man hours in processing and coding into the AASIS system for the insurance bill of 2003 and 16 man hours per month was saved because the credit card bills for vehicle expenses were received and processed electronically.
- ◆ Implemented an Intranet server to host an internal web page for Department staff.
- ◆ Updated the Department's centralized anti-virus software to better protect computers from virus infection. This platform also aids in tracking of personal computers and servers in the Department.



Philosophy:



“There is good in all people, how we deal with them determines how much of it we see.”

Residential Services



Rick Hart
Deputy Director



Residential Services

- ◆ To provide effective an intensive residential, community-based sanction in a therapeutic environment as an alternative to traditional prison.
- ◆ To improve the quality of security, employee safety, treatment of offenders and community protection.

Mission

“To return residents to the community and the workplace as productive, accountable and employable individuals, by providing tools to help offenders develop alternative life-styles to crime through training in life skills, chemical-free living, vocational and other job skills training.”

Milestones



- ◆ During July 2001, NEC began a self pay welding class, which started with 1 class of 10 residents and has now grown to 2 classes of 20 residents per class.



- ◆ Members of Treatment staff attended week long workshop in Jonesboro, sponsored by Arkansas Alcohol & Drug Abuse Counselors
- ◆ Throughout December of 2001, the Mississippi Country Literacy Council assessed the Residents' academic literacy levels.
- ◆ Smoking Cessation classes for residents were provided during the year.



- ◆ SWC chaplain held training for future volunteers who will perform volunteer work at the center. The chaplain's orientation covered policies and procedures of the Department of Community Correction, safety and security issues, games that offenders play, confidentiality issues and the TC structure.
- ◆ Shanalyn Hunter and Esther Lewis (SWC), received the CADC Certification.

- ◆ SWC received the Arkansas Literacy Council's (ALC) State Award, "Innovative Project" for the year 2002. The center was nominated by the Literacy Council of Bowie and Miller Counties, Board of Directors. This is a statewide competition. The State award application states the definition of this award as "An agency or organization that continuously shows innovative, effective and outstanding coverage of literacy issues." The award is given for an innovative outreach project and others resulting in positive change or improvement. The Center Supervisor and Program Coordinator attended the awards ceremony in Eureka Springs to accept the award.
- ◆ Cognitive Intervention Training was held at SWC. Ed Roberts, Clinical Director for the Substance Abuse Treatment Program for the Texas Department of Criminal Justice, and his assistant (Brenda Clark, Clinical Director for the Substance Abuse Treatment Program for the Tennessee Department of Criminal Justice) were the instructors. The goal of this training was to teach the SWC treatment staff Cognitive Intervention for implementation at the centers.
- ◆ Twelve (12) residents, at the Southwest Community Correction Center took the ASSET test. This test is used by the college at Hope, Arkansas to answer the question of whether or not a student is ready to do college level work.
- ◆ The Central Arkansas Community Correction Center started a technical violator intake process to assist the Arkansas Department of Correction.
- ◆ CAC supported the Race for the Cure in Pulaski County
- ◆ CAC hosted 12 Police Law Enforcement Fellowship Breakfasts.
- ◆ SEC's vegetable garden expanded from three or four acres.



- ◆ Jefferson County Regional Adult Education Center established a five week Computer One training course for residents at the Southeast Arkansas Community Correction Center (SEC). The course requires 20 hours of hands-on training and provides lessons on keyboard skills, keypad skills, word processing, resume writing and Windows 98 tutorials.



Phyllis Silas
Center Supervisor
Southeast Community Correction Center

- ◆ SEC began offering college courses to residents who paid the tuition cost. Introduction to Computers was the first class taught by the Southeast Arkansas College staff, and the residents that attended successfully completed the course with an overall grade point average of 3.6.
- ◆ The Department of Health has implemented a pilot project focusing on collaboration between correctional facilities and family planning providers. The goal is to link correctional health organizations as partners in the provision of family planning referrals, follow-up services after a re-entry into the community.

Three bi-weekly presentations were made and a total of 92 residents attended education presentations. On the closing date of the project, residents were offered a packet consisting of educational literature, directories for accessing reproductive health services and social services, State and national resources and hotline numbers.



SEC Playroom

- ◆ Residents designed and created wall and floor art for the SEC playroom. Donations of furniture, toys, paints, etc., were solicited from staff and local vendors. The playroom is to treatment as recovery is to the residents. It is a strategy used to aide incarcerated mothers in restoring their relationships with their children. It is a recovery room utilized to bring about bonding, nurturing, healing and in some way re-establish trust. The playroom provides therapy to the parent and child, and helps to restore the parent to a useful and successful member of society.

◆ During the Spring of 2002, the Jefferson County Cooperative Extension Agency planned and donated supplies from local businesses for a Rose Garden, which is located at the entrance of SEC.

◆ Operation Starting Line, the largest prison outreach program in U. S. history, visited all four of the Community Correction Centers throughout this fiscal year. This five-year program was designed in hopes to reduce crime in America.



SEC Rose Garden



Operation Starting Line



GED Graduates

Total graduates: 234

Centers	Graduates
SE	55
SW	86
CA	25
NE	68

SEC – Southeast Arkansas Community Correctional Center, Pine Bluff

SWC – Southwest Arkansas Community Correctional Center, Texarkana

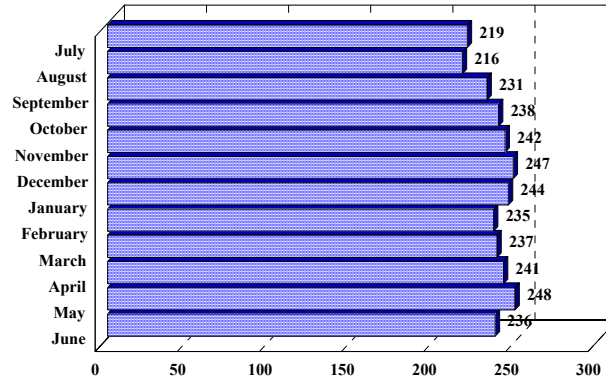
CAC – Central Arkansas Community Correctional Center, Little Rock

NEC – Northeast Arkansas Community Correctional Center, Osceola

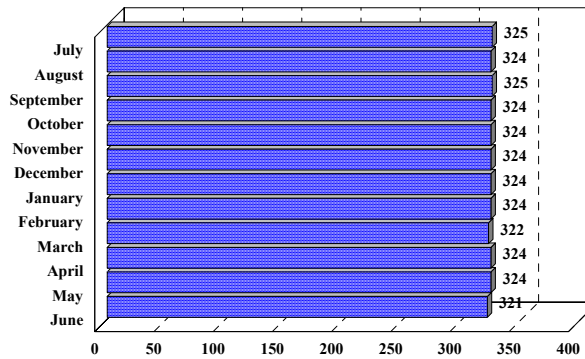
Center Population

July 1, 2001 – June 30, 2002

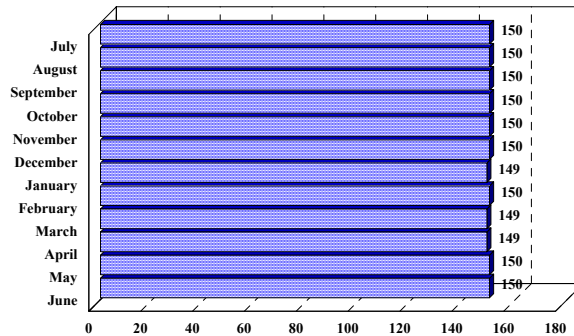
Southeast Community Correction Center



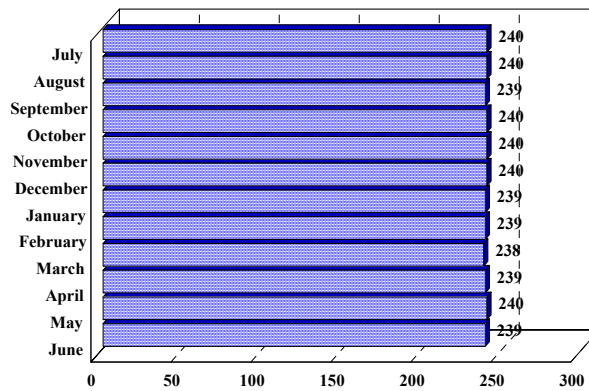
Southwest Community Correction Center



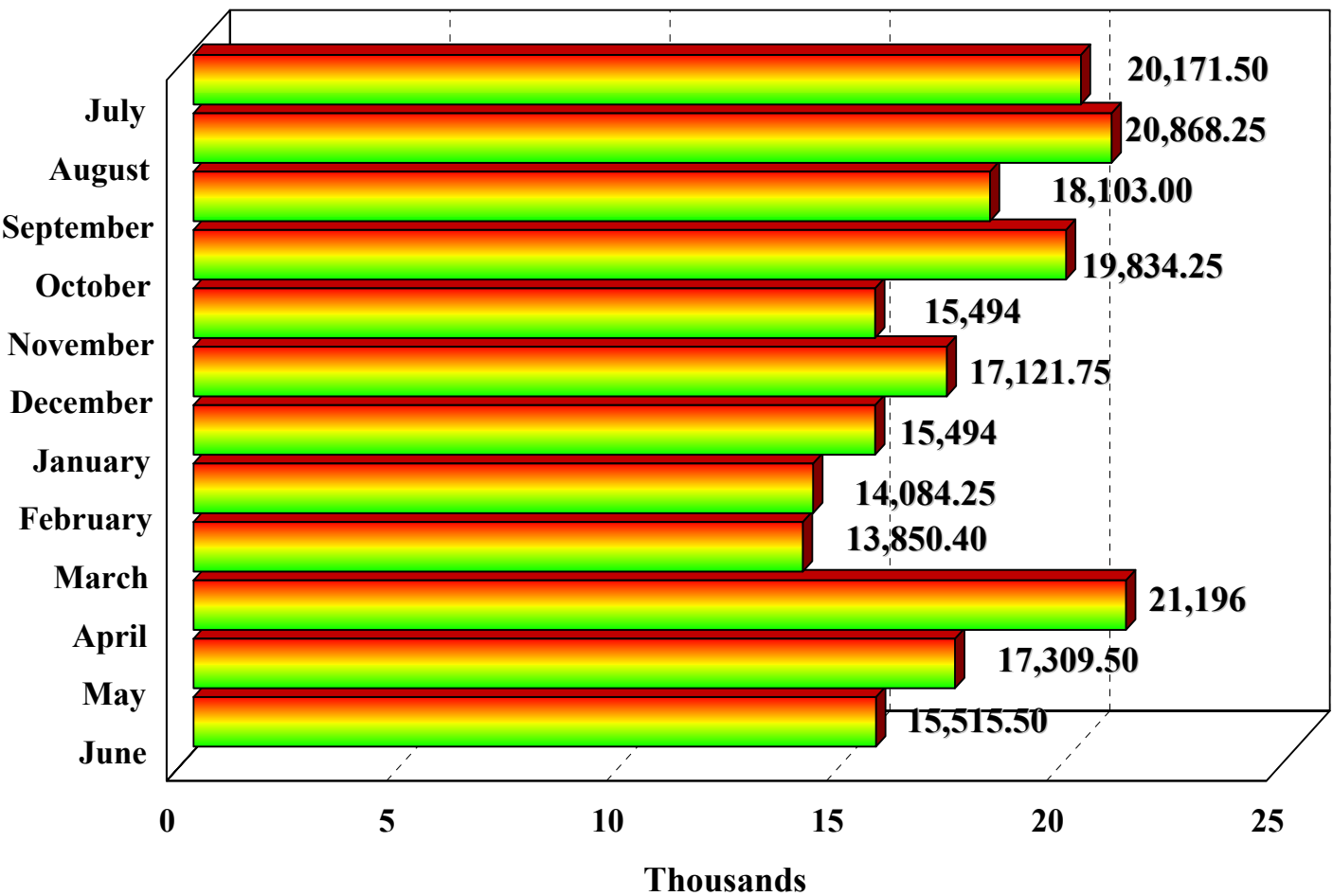
Central Arkansas Community Correction Center



Northeast Arkansas Community Correction Center

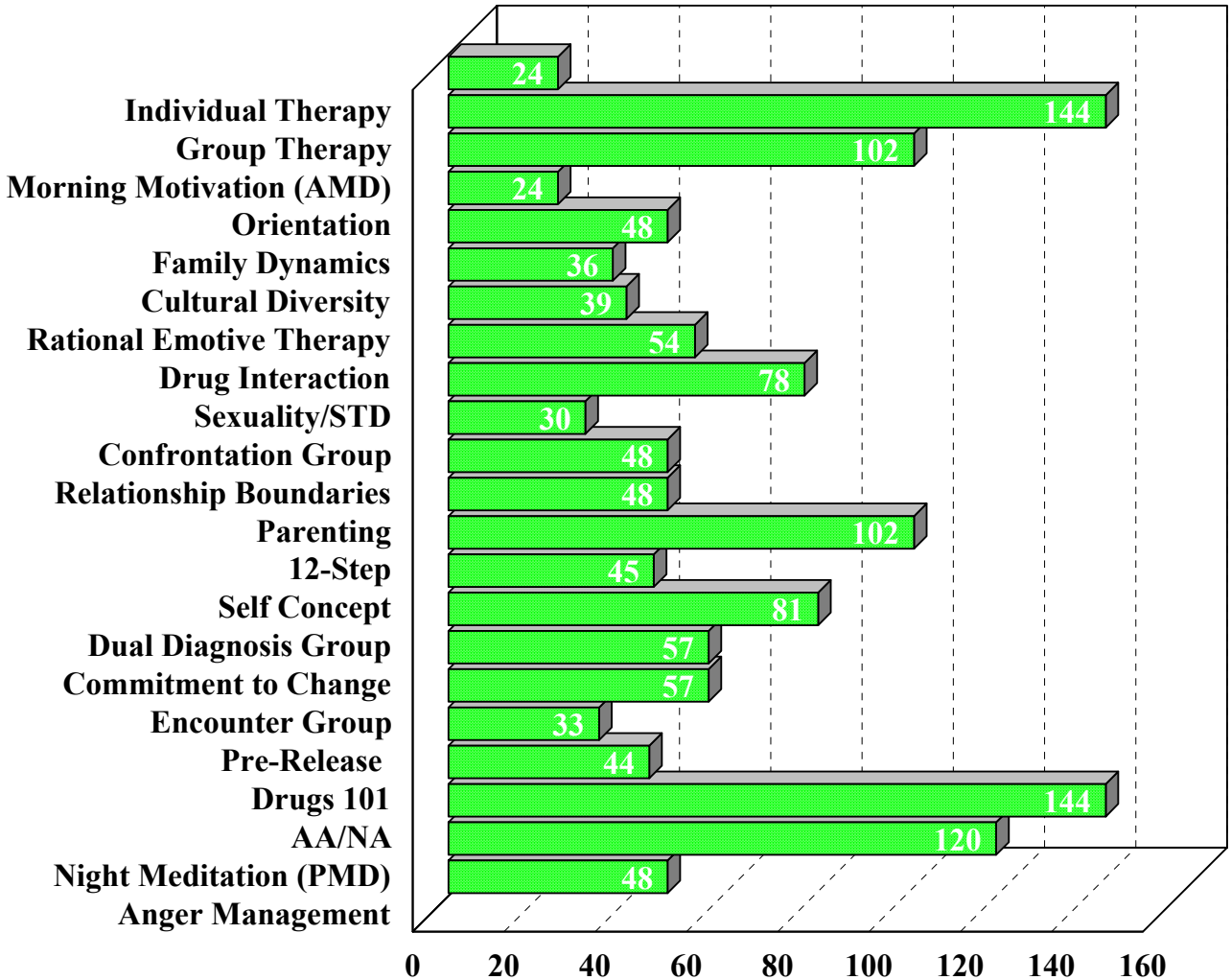


Residential Services Community Service Hours Performed



Southwest Arkansas Community Correction Center Special Needs Program

January 1, 2002 – June 30, 2002



Hours of other Services:

153 Psycho-social assessments

153 Psychiatric Evaluations

153 Psychological Evaluations

22 Literacy Training

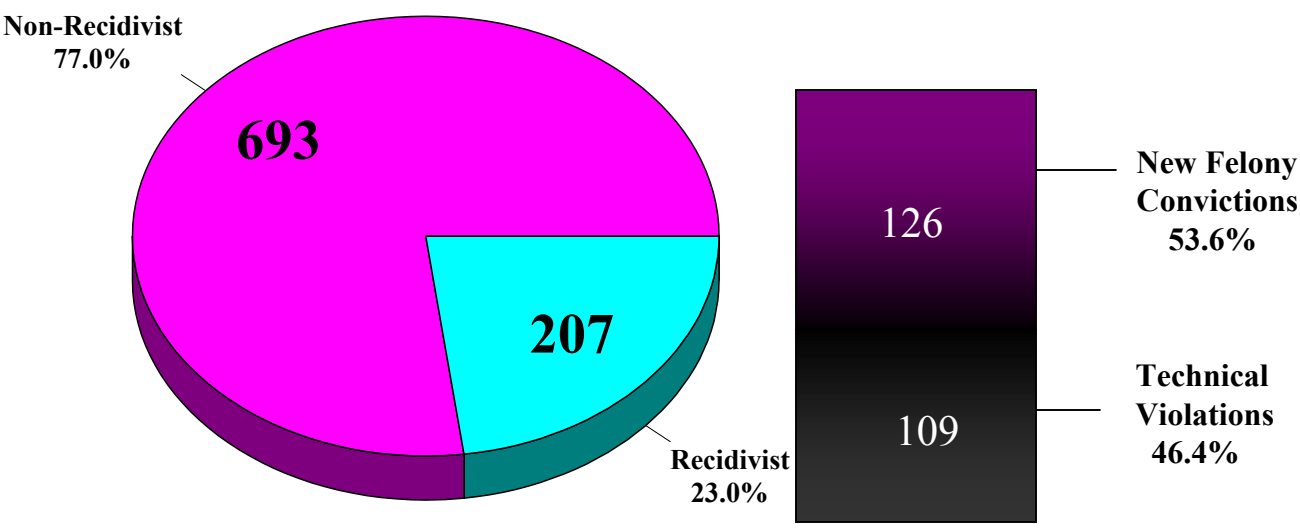
51 GED preparations

153 Mental Health Counseling

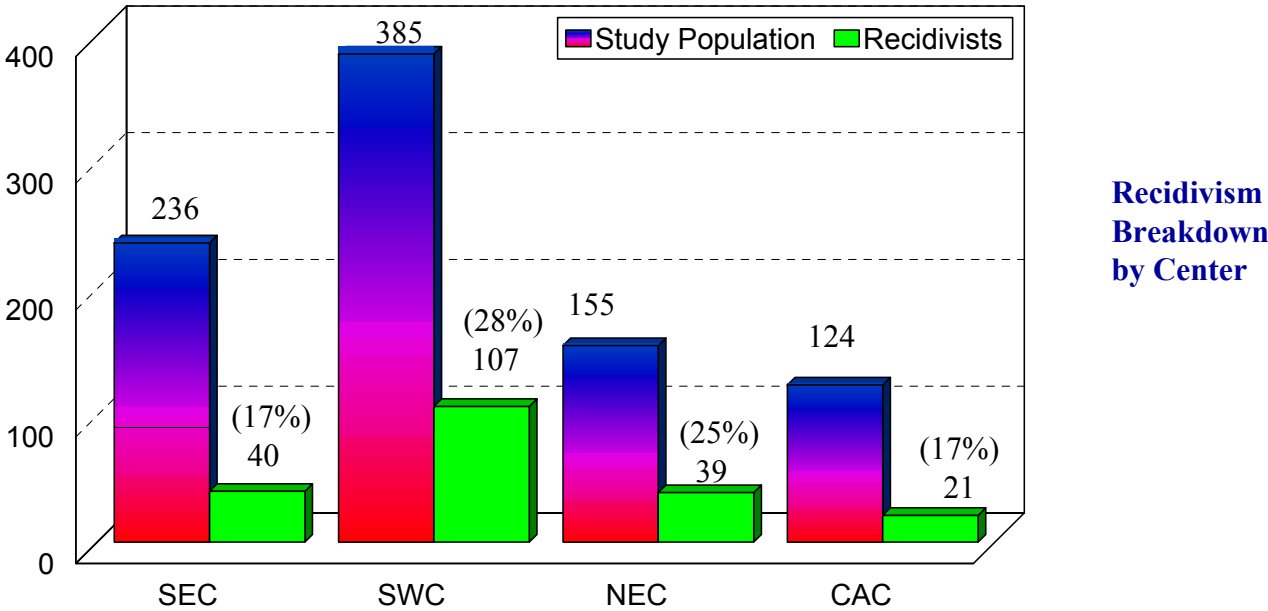
88 12-Step referrals

Community Correction Centers Recidivism Study

The study group consisted of 900 randomly selected male and female offenders released from a community correction center prior to March 1, 2000. The study group participate in short or long term substance abuse treatment and services in a residential community correction center. The study group demographics included 670 (74%) males (509 Caucasian, 147 African-American, 9 Hispanic Americans). The average age was 32 years for males and 36 years for females.



Note: Includes offenders with multiple violations.



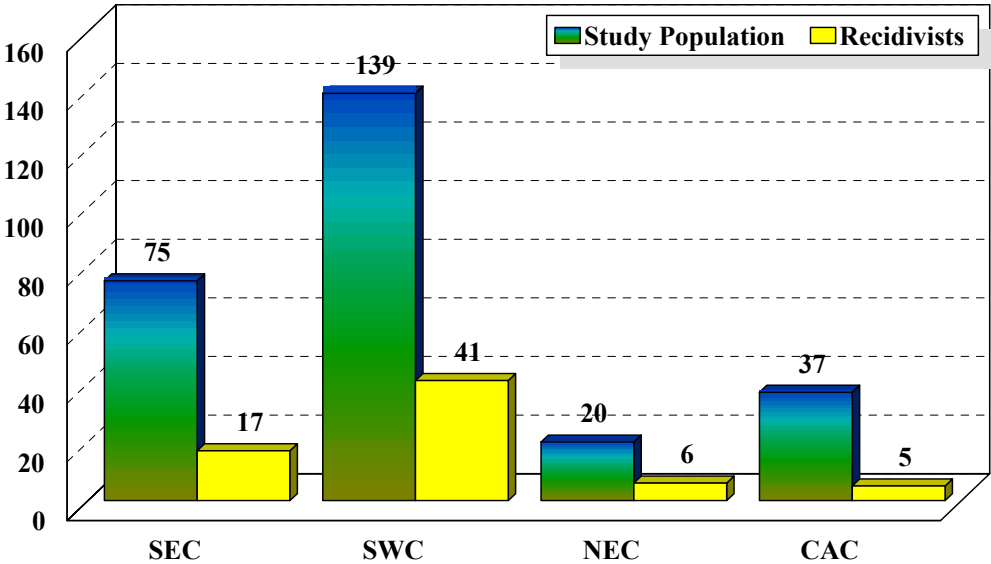
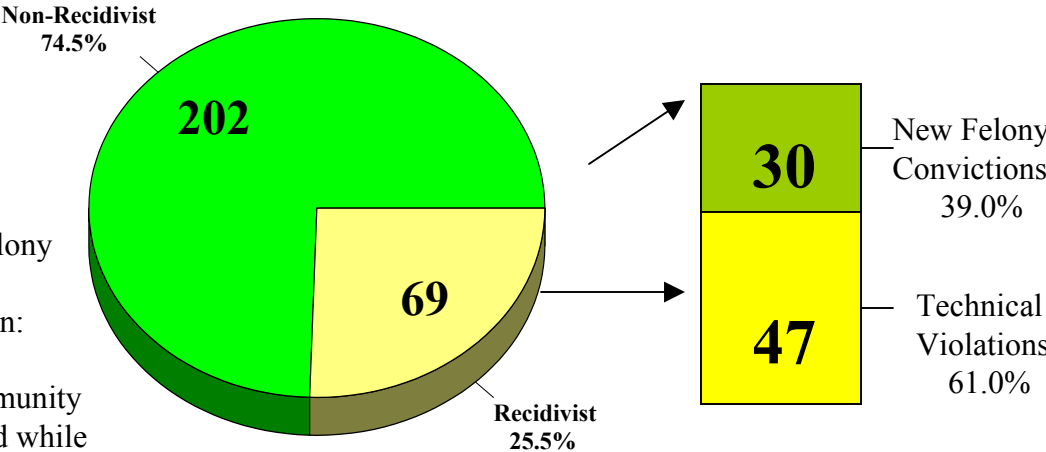
SEC: Southeast Arkansas Community Correction Center, Pine Bluff
SWC: Southwest Arkansas Community Correction Center, Texarkana
NEC: Northeast Arkansas Community Correction Center, Osceola
CAC: Central Arkansas Community Correction Center, Little Rock

Methamphetamine and Cocaine

The study group consisted of 271 offenders released from a community correction center (CCC) between January 1, 1999, and June 30, 2000. The group demographics include 205 males (80% Caucasian and 20% African-American) and 66 females (79% Caucasian and 21% African-American). The average age of the male participant was 37 years and female was 36 years. All study participants participated in long term treatment of six months or more in a residential community correction center and had cocaine and/or methamphetamine as their primary and/or secondary drug(s) of choice.

Preliminary Results

Although the 3-year study is still in progress, preliminary results at 24 months indicate a 25% recidivism rate, with 69 offenders committing 47 technical violations and 30 new felony convictions. Offenders status at point of violation: 58% occurred while the offender was under community supervision; 8% occurred while in absconder status; and 23% occurred following discharge of the sentence.



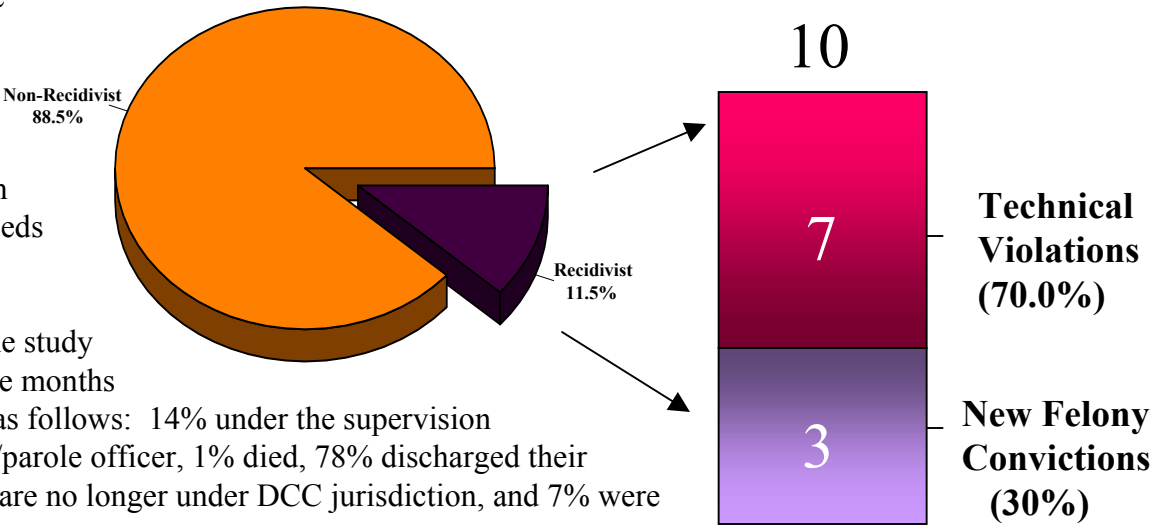
SEC: Southeast Arkansas Community Correction Center, Pine Bluff
SWC: Southwest Arkansas Community Correction Center, Texarkana
NEC: Northeast Arkansas Community Correction Center, Osceola
CAC: Central Arkansas Community Correction Center, Little Rock

Special Needs Program

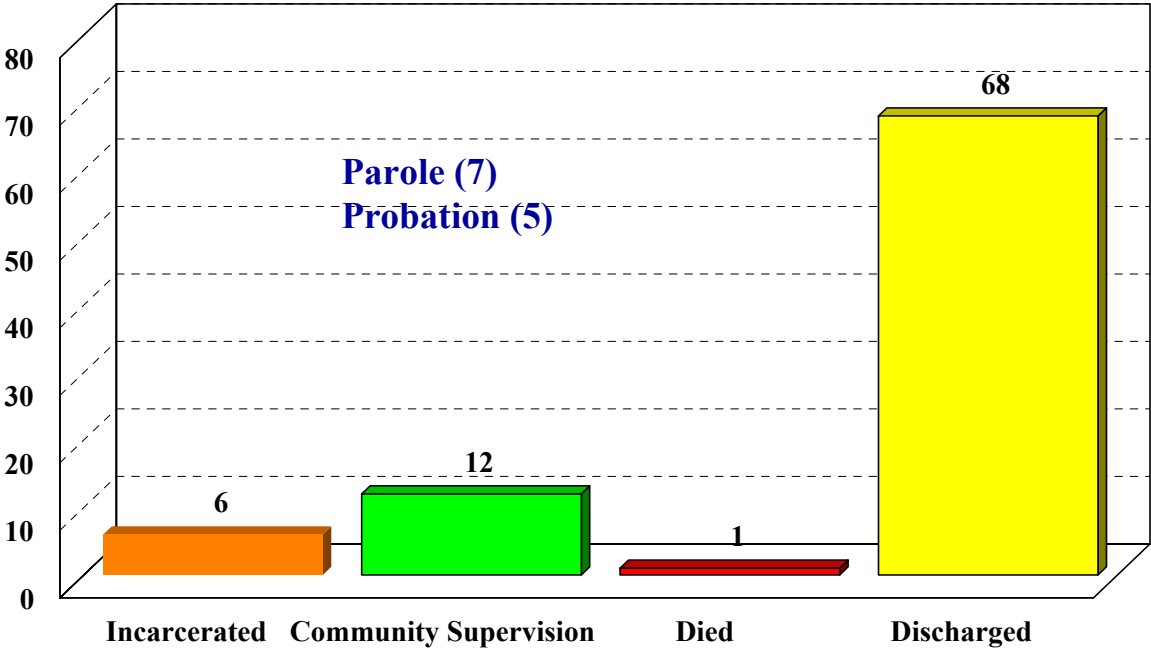
The study group consisted of 87 male offenders released to the community between September 1, 1999 and January 23, 2001.

Preliminary Results:

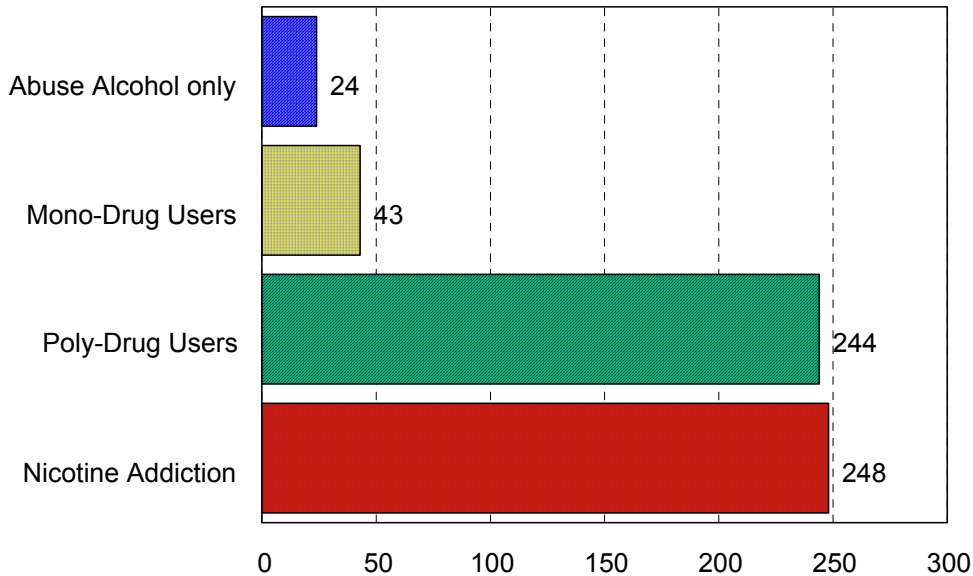
Although the three year study is still in progress, preliminary results indicate the following: At six months – an 8% recidivism rate. At twelve months – an 11% recidivism rate during the first twelve months of release from the Special Needs Program. Additionally, the status of the study group at twelve months of release are as follows: 14% under the supervision of a probation/parole officer, 1% died, 78% discharged their sentences and are no longer under DCC jurisdiction, and 7% were incarcerated.



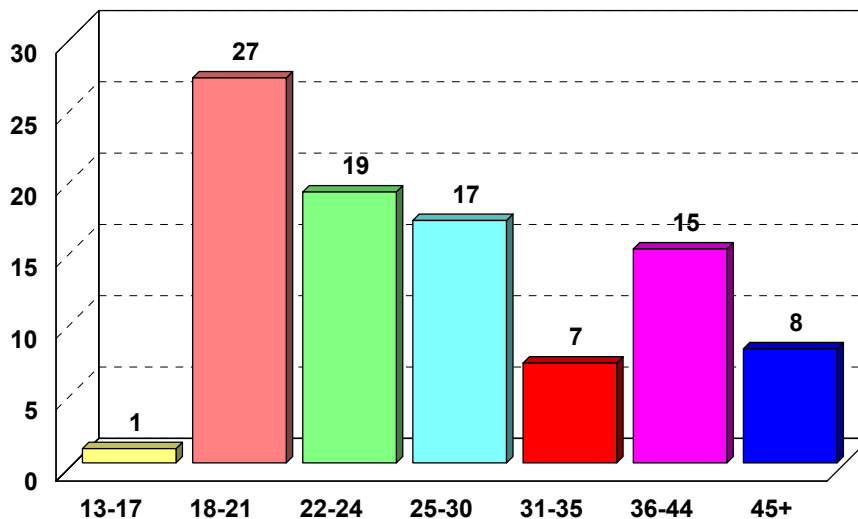
Group Status at 12 Months



Primary Drugs of Choice



Age of Participants

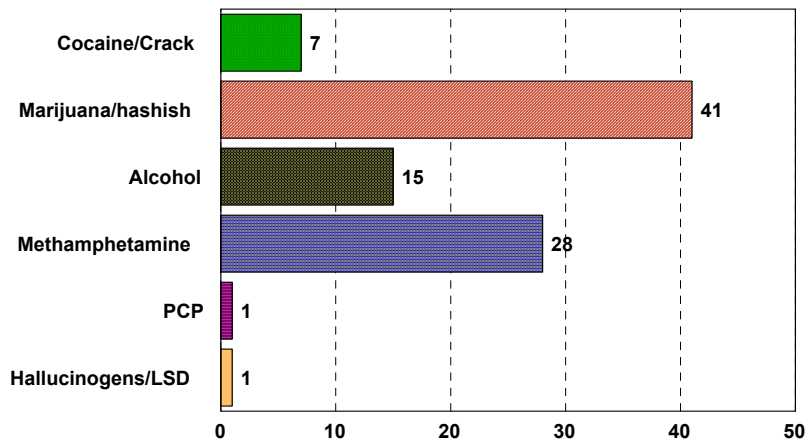
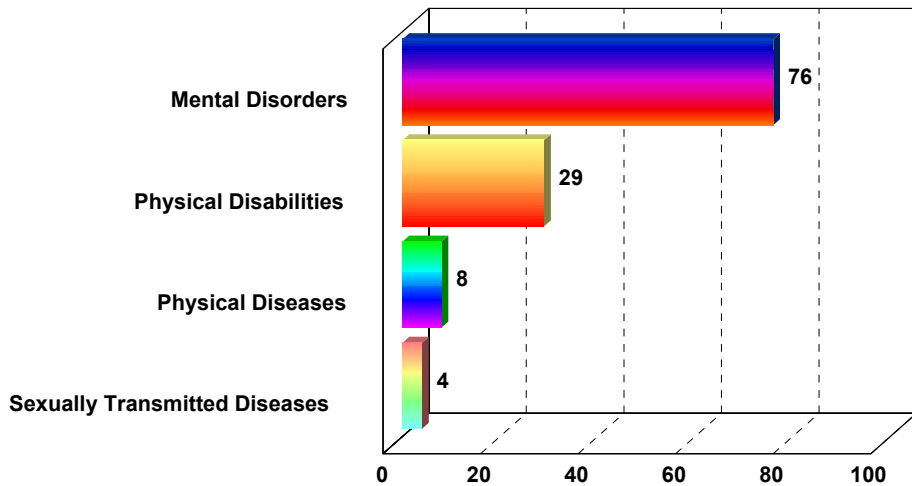


During this report period, 25 residents successfully completed the Special Needs Program and were released to the DCC community supervision or unconditional release.

Six residents were involuntarily discharged to another facility due to non-compliance, two residents were transferred to another community correction center, three residents were transferred to the general population without successfully completing the program on the Special Needs Unit and six residents were released on discharge date but did not successfully complete residential treatment.

Program Participants:

Ninety-four residents with a primary diagnosis of substance abuse participated in the Special Needs Program during this reporting period.



Caucasian 83, African-Americans 9, Hispanics 2

Residents could have more than one diagnosis.

There were 153 Urinalysis tests administered during this six month period, with 0 positive results

Motto



“Service with Integrity and Excellence”

Probation & Parole Services



Dan Roberts
Assistant Director



Probation & Parole Services

- ◆ To improve the quality of supervision, staff and public safety.
- ◆ To develop alternative sanctions to traditional prison for sentencing and releasing authorities through a continuum of sanctions, programs and preventive services needed to effectively address behavior problems, risks and needs of offenders.

Mission

“To provide community supervision that promotes public safety, provides restitution to victims and rehabilitates the offenders into a productive member of the community.”



- ◆ Obtained accreditation of the probation and parole division and maintained compliance with American Correctional Association standards. A system of annual mock ACA audits was implemented in 2002. These mock audits are conducted by seasoned Area and Assistant Managers and Administrators who evaluate very stringently by the ACA standards and provide detailed findings for corrective action in each office. All offices are in compliance, and this process will continue in future years.
- ◆ DCC began DNA testing in the local Probation and Parole Services offices. Staff were specially-trained by Arkansas State Crime Lab personnel to complete these tests on offenders who have committed crimes which fall under the target offenses for testing. When a client enters a local DCC office and is identified for DNA testing, the Probation/Parole Officer takes the sample from the client, prepares it for mailing, and submits it to the State Crime Lab for testing, analyzing, and enters results into the DNA data base. There has been a marked increase in the number of required tests over the past two years with the addition of target offenses required by Arkansas Law.
- ◆ Implemented eOMIS (electronic Offender Management Information System). This system is on the cutting edge of technology for offender tracking. It is a state-of-the-art, web-enabled system that will eventually house offender records of the State's entire correctional population (adult probation, parole, community correction center residents and State inmates). The system currently houses supervision records of adult probationers and parolees under DCC supervision and discharged from DCC supervision during the past five or six years. The system design allows for numerous reports to be generated to aid the officer and supervisors in the supervision and management of offenders. For example, the officer can receive a list of any actions that need to be taken

on a case that is past due. The officer can generate a report that will list the offenders that need a home visit. The system also allows management the ability to look at any case at anytime, this includes the chronological section. Supervisors can audit offender cases at their office with out traveling to satellite offices by looking at the electronic file. The system also tracks and compiles numerous reports enabling the Department to analyze the effect of programs in the Department. The system is also being linked to Justice Net through ACIC. This will allow DCC officers and law enforcement to instantly share certain information about the status of offenders under supervision. Overall this system allows the officers and Management to be much more efficient in dealing with offenders.

- ◆ **Programming:** Maintained operation of existing Pulaski County Post Adjudication Court with existing funds. Utilizing funds obtained from the Drug Forfeiture Fund, DCC expanded the number of **drug courts** from one to seven statewide. The first Arkansas drug court, Pulaski County Post Adjudication Drug Court, is a licensed DCC outpatient substance abuse treatment program staffed with three counselors and one intake officer supervised by the clinical supervisor. It offers outpatient substance abuse services and an extensive random drug screening program. The drug court approach departs from the traditional court approach by systematically bringing drug treatment to the criminal justice population entering the court system. In the drug court, treatment is anchored in the authority of the judge who holds the offender personally accountable for treatment progress. The judge works with the prosecutor, defender, drug treatment specialists and the probation staff as a team to select the appropriate treatment approach, monitor progress in the courtroom, and helps overcome problems (housing, education, parenting skills) that may hinder treatment Progress. The six new drug courts are located in El Dorado, Texarkana, Magnolia, Ft. Smith, Van Buren, and Bentonville.

- ◆ The spring of 2002, licensure standards were developed specifically for programs operated by the Department of Community Correction. They will become effective January 1, 2003. Plans are to license all Substance Abuse Programs under the same standards. The new drug courts will become licensed under these new standards.
- ◆ **The Day Reporting Center (DRC)** philosophy is that of “one stop shopping.” DCC operated two DRCs during the report period; one in Osceola and one in Texarkana. Each is attached to a community correction center. Services required by an offender were obtained at the DRCs or through referral to the appropriate services. Each DRC was staffed by a Substance Abuse Program Leader and a Staff Development Specialist II, who functions as both group leader and community liaison. The free standing programs consisted of substance abuse education groups, relapse prevention groups, and cognitive intervention programs including Moral Reconation Therapy.
- ◆ Substance Abuse Program staff took advantage of several training opportunities, including the Mid-South Summer School on Alcohol and other Drug Abuse Problems, the spring workshop sponsored by the Arkansas Substance Abuse Certification Board, the fall conference sponsored by the Arkansas Substance Abuse Counselors Association and various classes offered through the Mid-South Addictions Training Network and the Department of Community Correction.
- ◆ Implemented a career ladder for the probation/parole staff as authorized by the Office of Personnel Management, which resulted in numerous promotions to Probation/Parole Officer II, Assistant Area Managers and Area Managers. The career ladder allows the Department to reward dedication and exceptional work performance and increase officer retention. The addition of the Assistant Area Manager position enables the Department the ability to better supervise the officers across the state and allows the Area Manager time to be more efficient in the management of his Area. In addition to establishment of a probation/parole officer career ladder, the DCC implemented (for all classified employees) a Career Ladder Incentive Program which provides bonuses and promotions for exceptional job performance.

- ◆ Purchased and trained on new and improved equipment for appropriate field staff including the following: use of protective vests purchased; changed to a more compact, better quality and user-friendly specialized firearm due to previous type firearm being too large, and conducted transition training for law enforcement officers certified to carry firearms; converted to and issued new and improved electronic monitoring equipment and trained staff accordingly. Uniforms were also issued to staff. The Department has increased the security of its offices by controlling the access of offenders when they enter a building, making a safer work environment for the employees and offenders. The increased security in the offices has affected staff morale and indications are that staff feel much better about their working environment than in the open areas.
- ◆ Conducted a time/workload study to help determine future staff needs. As a result, duties and responsibilities were reorganized and redefined. Completely reorganized the geographical work areas to equalize workloads. The formal workload study was based on national models outlining amounts of time spent each month on each level of supervision versus the actual amounts of time spent by probation and parole staff. The formal report was published and provides management and decision makers with the information necessary to accurately determine the necessary staffing to provide services to the clients and the community.
- ◆ Revised and updated the Probation/Parole Operations Manual. This included a new system of placing offenders in appropriate supervision categories. Tools were designed to grade the activities of the offenders and place them on maximum, medium and minimum supervision. These assessment tools allow the officers to identify the offender with the most needs and who is most likely to re-offend. They also allow the officer to concentrate his/her time on those cases. Minimum Supervision Officer positions were created to handle a caseload of approximate 300 offenders who are at the lowest risk to fail or re-offend (minimum supervision), which freed the other officers to have a reduced caseload of offenders that are in the risk range of maximum or medium to fail in their supervision period. The system facilitated management of large caseloads by officers in the most efficient way and increased the offenders opportunity to have a successful supervision period.

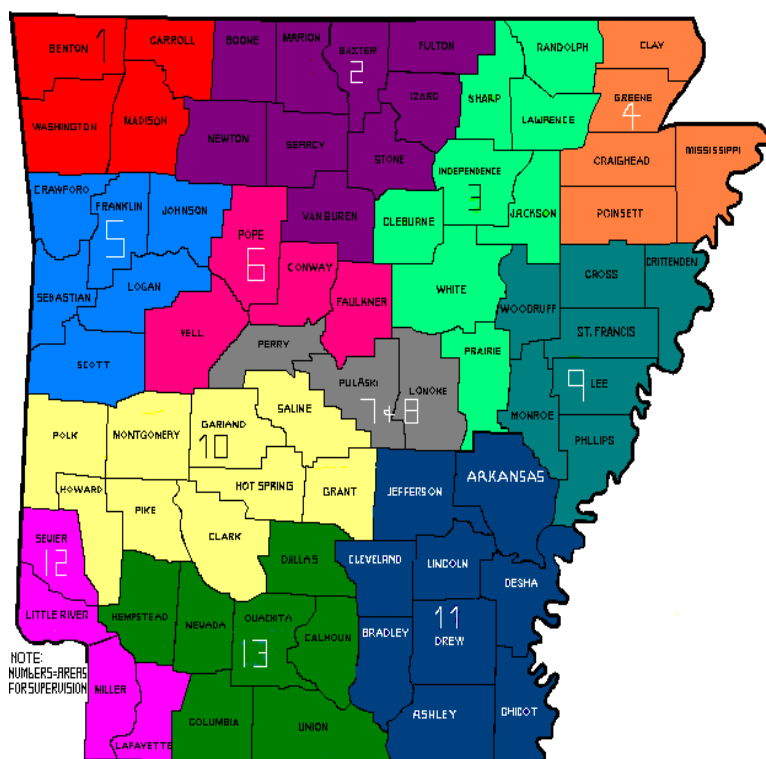
- ◆ The report period was a tremendous time of growth for the Substance Abuse Program (SAP). As of June 30, 2002, the Probation/Parole SAP had a staff of 28 and served in excess of 2,000 offenders in 33 locations throughout the State (see map). This included the seven drug courts and two Day Reporting Centers. The staff included two certified clinical supervisors, three certified alcohol And drug counselors and one licensed social worker. All uncertified staff offering direct treatment services are registered with the Arkansas Substance Abuse Certification Board and continue to actively work toward certification. All staff received the appropriate amount of clinical supervision in keeping with anticipated licensure standards.
- ◆ Enhanced staff development by requiring all administrative staff to attend the newly developed Basic Administration Training Course designed to orientate staff to certain aspects of the agency operation and specific issues to facilitate successful employment with the agency.
- ◆ Updated and implemented changes to the Probation and Parole Operations Manual.
- ◆ Facilitated increase of the offender monthly supervision fees from \$15 to a minimum of \$25. Standards were put in place to increase the collection of supervision fees. Each officer is evaluated on performance in the collection of fees. The standard of collecting a ratio of 70% of fees owed was implemented. The Area wide collection ratio was also set at 70%. Nearly all officers and Areas have met this standard resulting in a substantial increase in fees collected throughout the state. The emphasis on fees has also resulted in more emphasis in supervising clients.
- ◆ Implemented a centralized fee collection system. This system requires the offender to mail supervision fees to the central collections office, thus, removing the responsibility for writing receipts and making bank deposits from the staff in the field. This also allowed field staff utilization to be concentrated more in providing assistance to officers directly related to the supervision of offenders. Specifically, the field staff assigned to write receipts and make the bank deposits were assigned indirect caseloads to monitor for the officers. As a result, the Department has become more efficient in the collection of fees and the supervision of offenders.

Interstate Compact

Statistics: Eight Hundred Nineteen (819) (634 probation and 185 parole) cases were received from other jurisdictions and 964 (582 probation and 382 parole) cases were sent to other jurisdictions.

As of January 1, 2002, there were 1,124 DCC offenders under the supervision of 50 other jurisdictions.

Probation and Parole Area Map



Area 1

(Bentonville, Berryville, Fayetteville)

- ◆ The biggest accomplishment for this area was the establishment of the Benton Drug Court. From November 2001 to present, 30 probationers were actively involved in the program. Probationers have performed community service work with the animal shelter, Habitat for Humanity, cemeteries and other affiliates in the area.
- ◆ Since the establishment of the DCC career ladder for field employees (July 1, 2001), 16 out of 27 Probation/ Parole Officers in the area have been promoted to Probation Parole Officer II (PPO II) and two were promoted to Assistant Area Managers. The Area Supervisor was promoted to Area Manager, an Economic Sanctions Officer was promoted to Accounting Technician II and a Substance Abuse Program Leader (SAPL) achieved certification as an Advanced Drug and Alcohol Counselor.
- ◆ The substance abuse treatment staff (SAPLs) had a total of 92 clients to successfully complete the Moral Reconciliation Therapy (MRT) Program and 42 successfully completed the Substance Abuse Group (SAG). The in-house treatment provided by the SAPLs, local leaders and representatives assisted in preparing SAG members to enter support groups with basic knowledge and understanding program has been very helpful to those with little or no exposure to substance abuse support groups and is used as a starting point for clients who are beginning recovery programs. In two locations in the area, approximately 26 clients are actively involved with the program and 40 have completed the six-week course, of which many are now actively involved in local support groups.

Area 2

(Harrison, Mountain Home, Salem, Mountain View)

- ◆ Staff began a program to handle minimum supervision cases. The Program has allowed for average caseloads to be reduced to 85 offenders per officer in Harrison and 90 offenders per officer in Mountain Home. As a result, the officers assigned minimum supervision caseloads experienced lower caseloads.

- ◆ Virginia Lee, Community Service Program Advisor, expanded the Area 2 Community Service Program to all nine counties in the area. As a result, the area increased Community Service Hours performed by offenders from 200 to over 1,000 hours per month.

Area 3

(Searcy, Newport, Walnut Ridge, Ash Flat, Heber Springs, Batesville)

- ◆ Officers and administrative staff of Area 3 completed a total one of 856 training hours during the year in the following topical areas: employee supervision and management training, firearms (“Shoot, Don’t Shoot” scenarios) complete with interaction with computer generated “Problem Home Visits,” and administrative support training.
- ◆ A total of \$406,373.24 was collected in the centralized fee collection section from offenders under supervision in the area. The implementation of the centralized fee system eliminated the need to manually write receipts and expedited the accessibility of the payment activity.
- ◆ Weekly MRT classes are held in Searcy, Heber Springs, Batesville, Ashflat, and Walnut Ridge. The MRT Class had an average weekly attendance of 65 clients. This program was expanded from two to five offices during the past year.
- ◆ Established a goal that 40% of the direct caseload would obtain minimum supervision status.
- ◆ Offenders performed a total of 15,843 community service hours during the reporting period.

Area 4

(Jonesboro, Paragould, Osceola)

- ◆ With the implementation of the new career ladder for field staff, numerous promotions to Probation/Parole Officer II, Assistant Area Managers and Area Managers resulted.
- ◆ Appointed two supervision officers to work with offenders in the minimum supervision status to enhance caseload management and reduce caseloads. As a result, 600 clients were placed on minimum supervision status.
- ◆ Training during the report included the following: all support staff completed a Basic Administration training course; three assistant supervisors completed the required supervisory training courses; two assistants were selected and certified as EEO/Grievance Officers; selected staff completed the Arkansas Crime Information Center (ACIC) training and re-certification course.
- ◆ Appointed safety and security officers at each office location to monitor and address security issues.
- ◆ Conducted Job Fairs at Jonesboro and Osceola where unemployed clients met with prospective employers.
- ◆ Expanded the Jonesboro Office by approximately 1,000 square feet; and completed a renovation project at the Paragould office to provide more space and enhance security, at no cost to DCC.
- ◆ The Area successfully passed an ACA audit for compliance with American Correctional Association Standards.
- ◆ Implemented a pre-revocation process to ensure that all appropriate alternatives are utilized prior to submission of violation reports recommending revocation.

Area 5

(Ft. Smith, Booneville, Clarksville, Ozark)

- ◆ Leadership Fort Smith presented Area Manager Paul Larcade with the 2002 Community Leadership Award. Also, in a separate awards ceremony, Susan Cia was awarded Substance Abuse Counselor of the Year for the state of Arkansas.
- ◆ In this area, all sex offender cases were assigned to one officer. Staff worked with the Post Prison Transfer Board (PPTB) and the local court to implement a set of special rules for this caseload.
- ◆ During the report period, the area reached a 98% supervision fee collection rate, the highest ever. The increase was not only due to implementation of the new centralized collection system but also due to the hard work of officers.
- ◆ *Drug Courts:* During the report period, two State drug courts were established in Area 5, one in Crawford County and one in Sebastian County. Additional space was provided to house the drug courts, drug treatment classes, sex offender group meetings and other treatment and educational classes. Sixty-nine offenders entered the drug court programs and eight discharged during the report period. At the end of the period, 61 offenders were participating. In these programs, 30 in Phase I, 20 in Phase II and 11 in Phase III.
- ◆ *Moral Reconnection Therapy (MRT) Program:* Approximately 240 offenders participated in the MRT program Area 5 during the report period. From January through June 30, 2002, 40 offenders graduated from the program, and 62 discharged.
- ◆ *Employment and Community Service:* The DCC Work Program Advisor in Ft. Smith worked with area factories on the importance of hiring offenders and the benefits of doing so. The University of Ft. Smith, Special Education Schools, Adult education and Vo-Tech schools assisted the office in providing offenders the necessary education and work skills needed for employment.

Area 6

(Russellville, Morrilton, Conway)

- ◆ At the beginning of the report period, the direct supervision caseload was 1,630 offenders with a total caseload of 2,460; and by the end of the period, there were 1,618 under direct supervision with a total caseload of 2,381.
- ◆ During the report period, offenders performed 19,491 hours of community service work in the Area. A total of 294 clients enrolled in the MRT program. Also, during this period, an Anger Management Program was implemented.
- ◆ Organized and conducted several Job Fairs in the Russellville Office that have proved to be very beneficial to the offenders.
- ◆ Four officers were promoted from Probation/Parole Officer I to II, as a result of implementation of the career ladder. Assignments were made to consolidate the minimum supervision caseloads in three offices in the Area.
- ◆ Facilitated the acquisition of a licensed sex offender therapist to provide weekly individual and group sessions to sex offenders at the Russellville Office.
- ◆ All officers attended and successfully re-qualified with their firearms; and conducted an annual night-time firing firearms training class.
- ◆ Officers of the Conway Office assisted Area law enforcement teams in a “sweep” of the high drug traffic area where several clients live. No probation or parole violations were found during the operation.
- ◆ A new Area Manager, Jerry Bradshaw, was hired and assigned responsibility for the area. Manager Bradshaw gave a presentation on KARV Radio in Russellville about Probation/Parole Services in an effort to make the public aware of the important services provided by the DCC to the region.

- ◆ Staff provided or participated in training in the following topical areas: Sex Offender Registration, ROPES, Office Security and Safety, Pressure Point Control, Transportation and Restraining Offenders, Firearms, Basic Administration, AASIS Time Keeping, Drug Testing Management, Firearms Retention, Defensive Tactics, eOMIS, Grievance Forms, Field Safety, Revocation Hearings, RPF Eligibility, Handgun Safety, Literacy Council, Clip, Centralized Fee Collections, and Computer Policy. Some of the area trainers included Officers Kenneth Trimberger, Dana Otto, Michelle Ross, Frank Richter, Tom Oliphant, Kelli Brock, Assistant Area Managers Ester Shuffield, Michelle Brewer, Eddie Cobb, Area Managers Jerry Bradshaw and Paul Larcade.
- ◆ Assistant Managers Brewer and Officer Otto from the Conway Office spoke at the UALR Careers in Criminal Justice class.
- ◆ The DCC staff in this area participated in an organization called ACT (Agencies Coming Together) which meets at least monthly primarily to discuss and exchange information on wanted persons and investigation cases with other law enforcement officers of various agencies.
- ◆ Assistant Area Manager Esther Shuffield met with the Planning and Response Coordinator of Arkansas Nuclear One to discuss DCC officers participating on the Nuclear Response Team in the Russellville community. This effort resulted in DCC obtaining a police radio for an agency vehicle at no cost to the agency.
- ◆ Staff worked with the FBI, DTF and United States Attorney's Office in preparing for a pending Federal trial. The Russellville Office was used to interview witnesses in the case, including a DCC client.
- ◆ The Conway Office received a certificate of appreciation from the Conway Police Department for "Exemplary Contributions Relating to Community Oriented Policing."

- ◆ The Pope County Literacy Council representative in Russellville met with Area 6 staff and offered client resources at no cost to them, which will enable offenders to obtain their GEDs in compliance with their conditions set by the courts.

Area 7

(Little Rock – Adult Probation)

- ◆ The Manager and staff in this area adopted an Area Motto to guide the purpose of the mission of the DCC, “Team is the Driving Force Behind Area 7.” They continue to function on a team level, incorporating The concept more than 2 years ago and continuing to embrace its meaning on a daily basis. Everyone is included in area decision-making through appointments of team leaders who lead by example using hard work, dedication, and honest belief in the team concept. The team leaders molded their team into “THINKING AND BELIEVING TEAM.” The message from the team is “If we can unify our team, we can unify the communities we serve. Let’s do the work.”
- ◆ The Area Manager states “Our work improved and the introduction of eOMIS helped officers supervise offenders accurately and more effectively.
- ◆ *Community Involvement:* Staff were involved in various ways in the community. Some of them are as follows:
 - DCC staff made presentations to the Women’s Project Group at Hoover United Methodist Church, ACIC Conference, University of Arkansas at Little Rock Criminal Justice students, Williams Magnet School Career Day students, and the Prison Fellowship Ministry at Saint Mark Baptist Church. Speakers included Kristy Ikanih, Nashay Harris, Emerald Bayani, John Woolem, Troy Jordan, Nick Stewart, and Damian McNeal.
 - The Area and supervisory staff participated in a Fish Fry sponsored for them and county officials by the Little Rock Probation Association.

- A group of officers assembled together to perform gospel tunes at the Quapaw Nursing Home. The Group (Officers Debora Greene, Terri Patterson, Kristy Ikanih, Troy Jordan, Nicholas Stewart and Cordell McKay) will continue to perform at various locations in the city.
 - Area Manager Damian McNeal assisted parents in the LRSD with school registration, responsible for Free Lunch and the Busing Programs.
 - Collectively, staff attended meetings and/or conferences dealing with NAOA, ACIC, Family and Friends of Ex-offenders and Incarcerated Persons Association, and Southern States Correctional Association.
- ◆ Four employees participated in the Muscular Dystrophy(MD) Association Lock Up, an annual event to raise funds to find a cure for MD. Area Manager Damian McNeal, Officers Patrick Hallum, Priscilla Davidson, Terri Patterson, Larry Epperson and Kristy Ikanich participated in lockup.
- ◆ *Statistics:* During the report period, conducted 42,452 drug screens on 1,864 offenders. Over 422 detailed pre-sentence reports were completed and 29 offender RPF eligibility forms completed. Approximately 1000 offenders were reclassified to minimum supervision as a result of a workload study. Five new officers completed Probation/Parole Officer Training Academy, including passing the firearms qualification, instructed by Assistant Area Manager Tim Roberts. A total of 19,966 community service hours were completed by offenders in the Area. Restitution and collection rates have improved 10%. The total amount of supervision fees collected from January 1 to August 2, 2002 was \$41,999.02. Over 315 hours were contributed by eight interns during the report period.

Area 8 (Little Rock – Parole, Lonoke)

- ◆ The area received and filled two new Assistant Manager positions held by Officers Gerome Chism and Jim Cheek. These assistants supervise up to ten P/P Officers providing experience and expertise in the daily operation of the area business. The positions were a part of the new career ladder provided during the last legislative session.
- ◆ At the beginning of the report period, staff began to maintain client supervision records on the new electronic offender tracking system (eOMIS) followed by the centralized fee collection system. Both systems are a part of eOMIS which provided immediate access to files statewide. This system has been a time saving tool for officers.
- ◆ The Expanded Services Center offered Recovery 101, Anger Management, MRT, Relapse Prevention and Life Skills classes to clients in Areas 7 and 8.
- ◆ Area staff sponsored job fairs with the following results: 79 clients met with social service groups, employers and representatives from Pulaski Technical College and Little Rock Career Development Center. Clients scheduled interviews and the majority secured employment. Little Rock Community Mental Health, Labor Finders Eloyment Agency, Family Service Agency and the Lewis Burnett employment Service were all represented at the job fair. The Arkansas Department of Health provided free HIV testing to clients.
- ◆ *Statistics:* Clients completed 7,058 community service hours (240 for state agencies, 352 for county government, 4,365 hours for city government and 2,092 for nonprofit agencies). Staff completed 1,726 field reports and 150 executive clemencies.

Staff provided training on eOMIS, centralized fee system, conducting performance evaluations.

Area 8 also participated in and sponsored the first ACT meeting for law enforcement officials in Pulaski County.

Area Manager Elizabeth Taylor participated in the following:

- Discussions with church administrators and Central Arkansas Community Correction Center residents and staff concerning a potential partnership between several churches in the Little Rock area on halfway house services needed to enhance clients; opportunities to successfully complete parole.
- Information and demonstration session with representatives from the Mississippi Department of Corrections who were visiting to review and gain information on eOMIS as part of their efforts to procure vendors for developing an offender tracking system in their state.
- Panelist for Community Action Plan for Therapeutic Community for Women and Children sponsored by Arkansas Cares. Other panelists included Judge McGowen and the ADC's Women's Unit Assistant Warden. Discussion focused on problems Women face when incarcerated and services and aftercare they need upon release.

- ◆ Supervision officers completed the 40 hours of job related training in 2001 and are well on their way to completing the same requirement for 2002.
- ◆ From April 2002, Probation/Parole Officers spent at least 483 hours transporting parolees to and from parole revocation hearings, jails, and the Department of Correction.
- ◆ The Pulaski County absconder caseload of 527 was assigned to the Pre-Parole Investigator, allowing PPOs more time to handle active clients, thus providing better supervision.
- ◆ Channel 7 filmed a television segment on the difficulties that convicted felon have obtaining employment after release from the Department of Correction. The film segment showed a temporary employment agency instructing clients on job skills at the Expanded Services Center.

Area 9

(Forrest City, Helena, West Memphis)

- ◆ Area staff completed a total of 1,480 in-service training hours during the report period. Also, two officers enrolled in Mid-South Community College, which will be not only beneficial to the employees, but also the agency.
- ◆ Staff remain active within their respective communities, serving on boards of community colleges, local housing authority, and program advisory boards. Relationships with local law enforcement, courts, local officials and the general public remain high. Several personnel belong to national, state and regional Criminal Justice organizations and community support groups.
- ◆ The average monthly attendee of programs administered at the West Memphis office during the period was 220 clients receiving services in substance abuse, literacy, MRT, Life and Employment Skills and Mental Health.
- ◆ With implementation of the centralized fee collection system, there has been a major reduction in staff workloads. However, fee collections have remained fairly stable.
- ◆ During the report period, the West Memphis office was relocated to accommodate meetings, conferences, in-service training, client programs, and staff office space needs.

Area 10

(Malvern, Benton, Arkadelphia, Sheridan, Hot Springs, Mena, Nashville)

- ◆ With retirement of an area supervisor, Area 10 was expanded to Hot Springs, Nashville and Mena. The Area includes seven office with a staff of 34 who provide services to nine counties. With implementation of the new career ladder, a new assistant manager was hired. Two offices were relocated for greater efficiency and security.

- ◆ All support (administrative) staff were trained in the Basic Training Course.
- ◆ Minimum security caseloads were assigned to two officers to facilitate more manageable P/P officer to client caseloads with higher security levels.
- ◆ Supervision fee collections dropped slightly after implementation of the centralized fee collection system, however, since then collections have steadily increased.
- ◆ Officers are diligently working to ensure all components of eOMIS are complete, enabling them to utilize the system to the fullest.
- ◆ Staff worked hard to maintain current ACA files to ensure re-accreditation.

Area 11

(Pine Bluff, Stuttgart, Star City, Monticello, Crossett)

- ◆ Security measures were implemented at the Pine Bluff office to ensure employee safety self-locking doors and locks were placed on rear doors of the building, forcing only front lobby entrance through a key lock door.
- ◆ Five officers completed the PPO law enforcement academy this report period and three will attend this training in the upcoming fiscal year. At the conclusion of this academy, all officers in the area will be certified law enforcement officers. Twelve PPOs were promoted from PPO I to PPO II. Three officers were promoted to assist Managers at the Pine Bluff and Monticello offices. The implementation of this career ladder provided a tremendous asset to the daily operations in this area.
- ◆ Minimum supervision officer positions were established at

- ◆ Since Area 11 began participation in the centralized fee collection system in April, tracking day to day payment activity has been very helpful. Fee payments can be monitored through eOMIS. Having current information has helped to increase the rate of collection.
- ◆ Area 11 received a total of 1356 new clients for the year and discharged approximately 912.
- ◆ The two community service coordinators utilized available resources in placing client at work sites in the Pine Bluff, Stuttgart, Monticello and neighboring communities. Offenders preformed a total of 17,562 hours of community service work this year for Arkansas, Ashley, Bradley, Chicot, Desha, Jefferson and Lincoln Counties. One of the newest sites work is the Nature center in Pine Bluff, the first of several to be build in the State Future sites will include the Festival of Lights and Feed the Birds Festival.

Area 12 **(Texarkana, Ashdown, Lewisville)**

Staffing: Staff include 13 PPOs (including one assigned to drug court, one on military leave, and one to minimum supervision cases and pre-sentence investigations), two intake officers, two work program advisors (one tracks indirect cases, and the other handles community service activity in four counties), and 2 day reporting center staff (one SAPL and one staff development specialist).

Statistics: The average caseload during the report was 2316 offenders (1500 direct and 816 indirect). The average number of pre-sentence investigations conducted per year is 420. Staff complete an average of 35 field reports per month (420 per year). The majority of the field reports are now completed by the Intake Officer. Indirect cases were assigned to the work program advisors for monitoring and tracking. This, in conjunction with movement of the minimum supervision cases to a designated PPO, lowered average caseloads from 250 to a 150, reducing the number of hours they dedicate to these purposes, allowing them to focus on supervision of high risk offenders.

Community Service: The work program advisors coordinated all community service activity for the area, including the Day Reporting Center and the 8th District South Post Adjudication Drug Court. Over 7700 hours of community service hours were performed by offenders. Eight of these offenders were hired as a result of their community service.

Drug Testing: During the first half of 2002, 3300 drug tests were administered to 726 (29%) clients with 212 clients having 284 positive tests as follows: THC (59%), Cocaine (21%), methamphetamine (13% up from 4%), Opiates (5%) and alcohol (2%). Some of the reasons the numbers increased in drug use categories above include the following: staff instituted the use of technology in testing for drugs, the number of actual tests increased and the fact that the use of methamphetamine is prevalent in the Area.

Day Reporting Center (DRC): A DRC is a centralized service center with a community resource referral component. It is staffed by the SAPL and the staff development specialist. The DRC can be accessed by all offenders under community supervision who have been court or PPTB ordered or referred by staff because of their unemployment status, positive drug tests or special needs. Throughout the report period, the DRC and the programs evolved as needed to address the needs of the community, the offenders and the probation and parole supervision officers. The DRC enrollment at the end of the report period was 119 offenders. During this period, services included screening to identify problem areas and make appropriate placements with in-house programs and/or referrals to community-based providers; and assessment for those with substance abuse/addiction problems. Programs included sessions for drug court clients and group sessions for the general population. Group sessions include the following: 16-week substance abuse counseling for abusers/addicts, relapse prevention, cognitive intervention thinking, seven-week drug education for occasional users with no history of abuse, MRT –nine months to a year 12 step program (75 enrolled-38 graduated-3 revoked), Life Skills (including four-week employment program encompassing work ethics, application/resumes, appearance/attitude, financial management, health, nutrition), and general education (on campus Literacy Council for below 4th grade level) and Adult Education (GED).

8th Judicial District South Post Adjudication Court:

Planning and training of the Drug Court Program (including development of the operations manual and client handbook) were completed and the program implemented on November 1, 2001. At the end of the report period, nine offenders had been assigned to the Drug Court, with one revoked, judicial transfer to CCC.

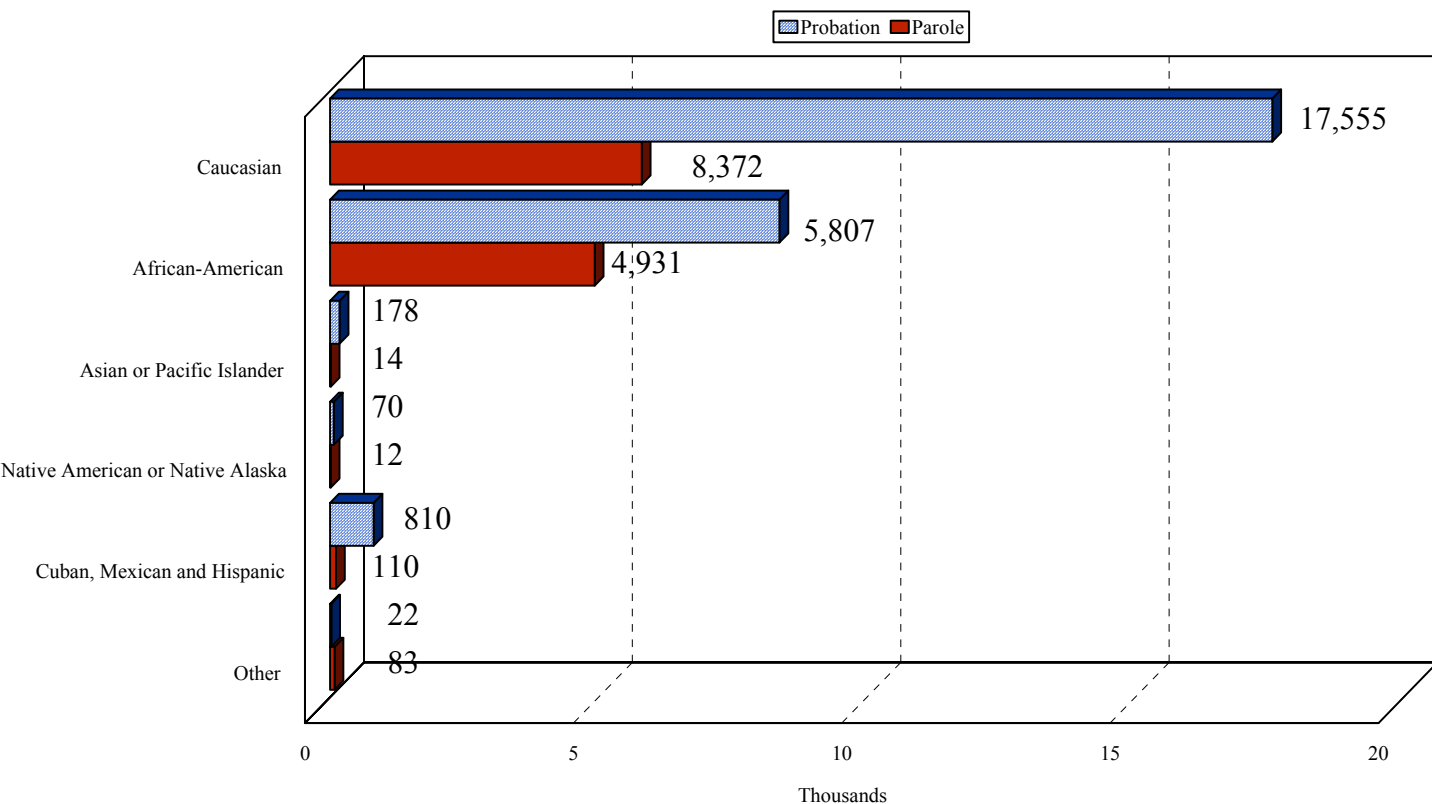
DNA Sample Collection: DNA samples have been collected from 33 offenders.

Security: The security perimeter in the Texarkana office is near completion. Southwest Arkansas Community Correction Center work crews, under the direction of a center maintenance staff member, were utilized for the construction. Installation of the security doors and glass panels remain.

Area 13 (Camden, Fordyce, Hope El Dorado, Magnolia)

- ◆ Area 13 is comprised of five offices located in Camden, El Dorado, Hope, Magnolia and Fordyce, with a staff of 28 employees working in the Area. Staff consist of one area manager, two assistant area managers, eighteen probation/parole officers, one counselor, and five support staff.
- ◆ Office expansion was done in the El Dorado office (completed in October 2001) and in the Magnolia office (completed April 2002). Both expansions included additional space for a drug court in each office. Currently, expansion work is being done at the Camden office to include a conference room and additional office space for the drug court counselor/probation officer.
- ◆ There are two drug courts in Area 13, located in El Dorado and in Magnolia. There are approximately seventy- five (75) clients in both drug courts.
- ◆ Four minimum supervision officers are handling caseloads ranging from 175 to 275. This has helped reduced regular supervision officer caseloads to approximately 125 each.

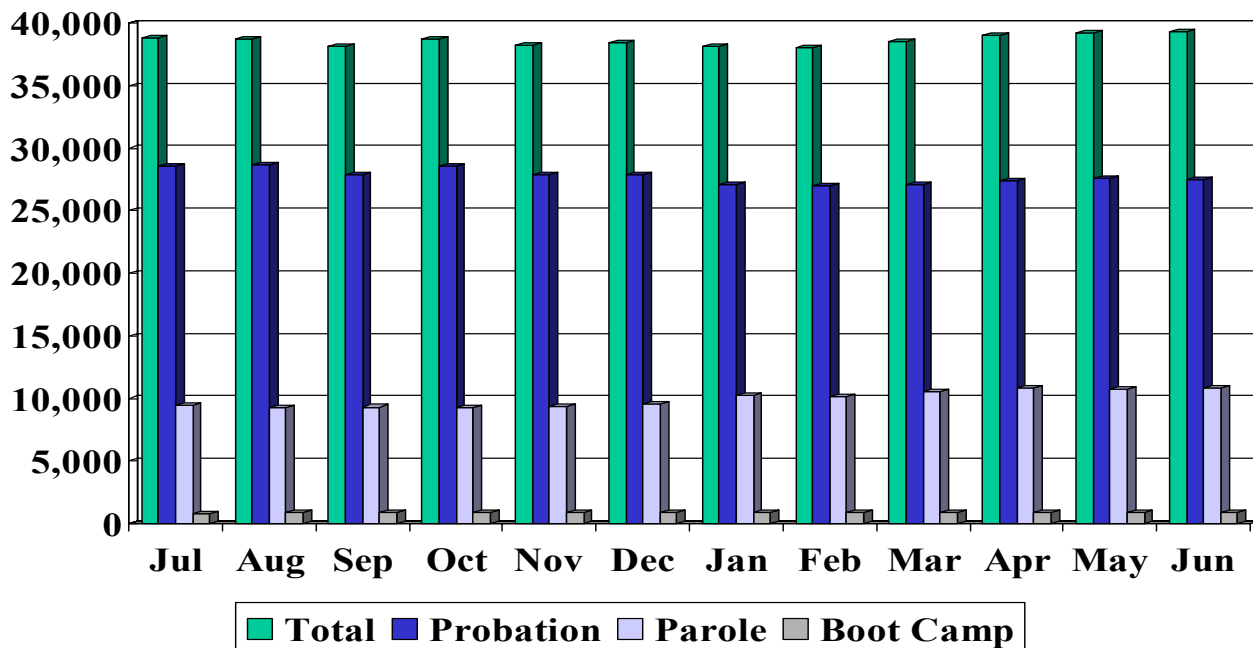
Breakdown of Adults Under Active Supervision by Race



On January 1, 2002, a total of 37,964 (27,007 probationers and 10,957 parolees) offenders were being supervised in Arkansas communities. Of that total, 72% were male and 28% were female.

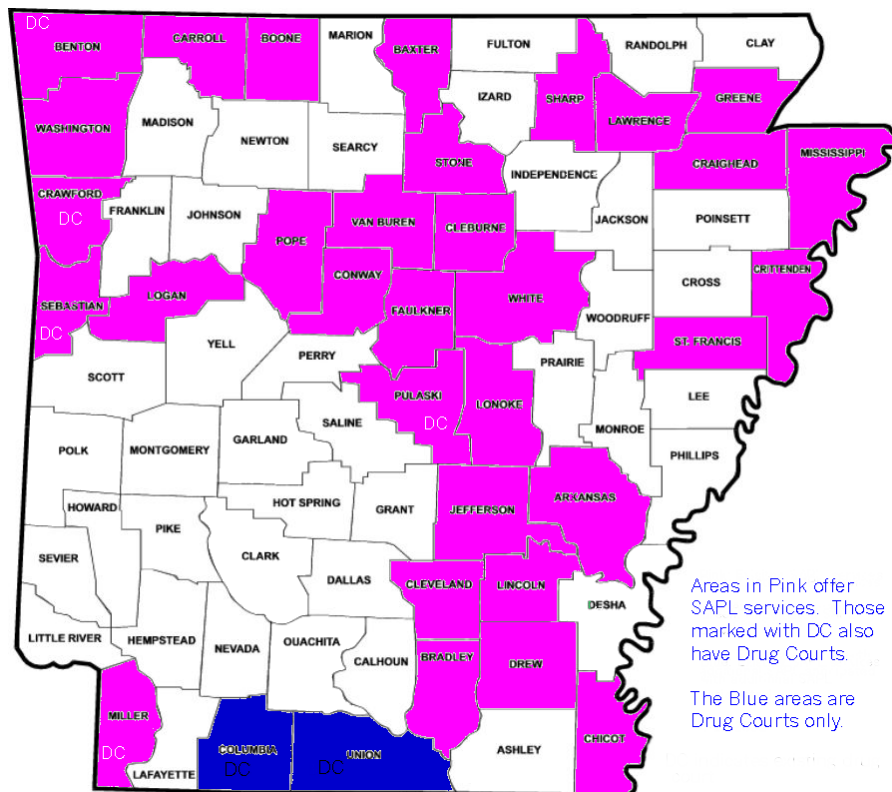
Community Supervision - End-of-Month Caseload

(July 1, 2001 – June 30, 2002)



Substance Abuse Program

During this fiscal year, there was period of tremendous growth for the Probation/Parole Services Substance Abuse Program had a staff of 28 and served in excess of 2,000 offenders in 33 locations throughout the State



The staff includes two Certified Clinical Supervisors, three Certified Alcohol and Drug Counselors and one Licensed Social Worker. All uncertified staff offering direct treatment services and registered with the Arkansas Substance Abuse Certification Board and are actively working toward certification. All staff both certified and uncertified are receiving the appropriate amount of clinical supervision in keeping with anticipated licensure standards.

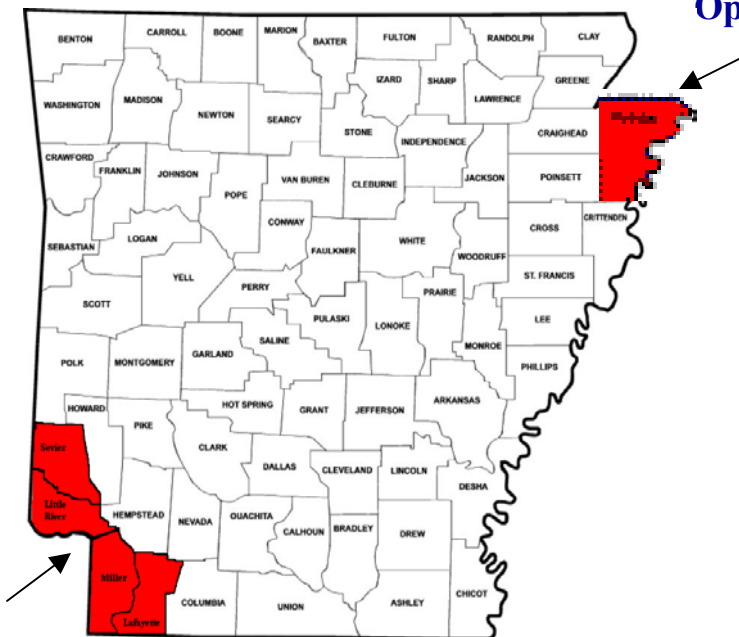
Day Reporting Centers

Since the establishment of the first Day Reporting Center (DRC) in April 2000, DCC's Day Reporting centers have evolved from just an idea to a highly structured non-residential program that provides services to probationers and parolees under DCC community supervision. Holding true to the center's philosophy, "One Stop Shopping," offenders receive support for individual needs through such services as substance abuse treatment, mental health counseling, education, vocational training, and job placement assistance; and offenders may also be required to reporting sanctions.

The Day Reporting Centers are staffed by one Substance Abuse Program Leader and a Staff Development Specialist II, who functions as both group leader and community liaison.

DCC currently operates DRCs in

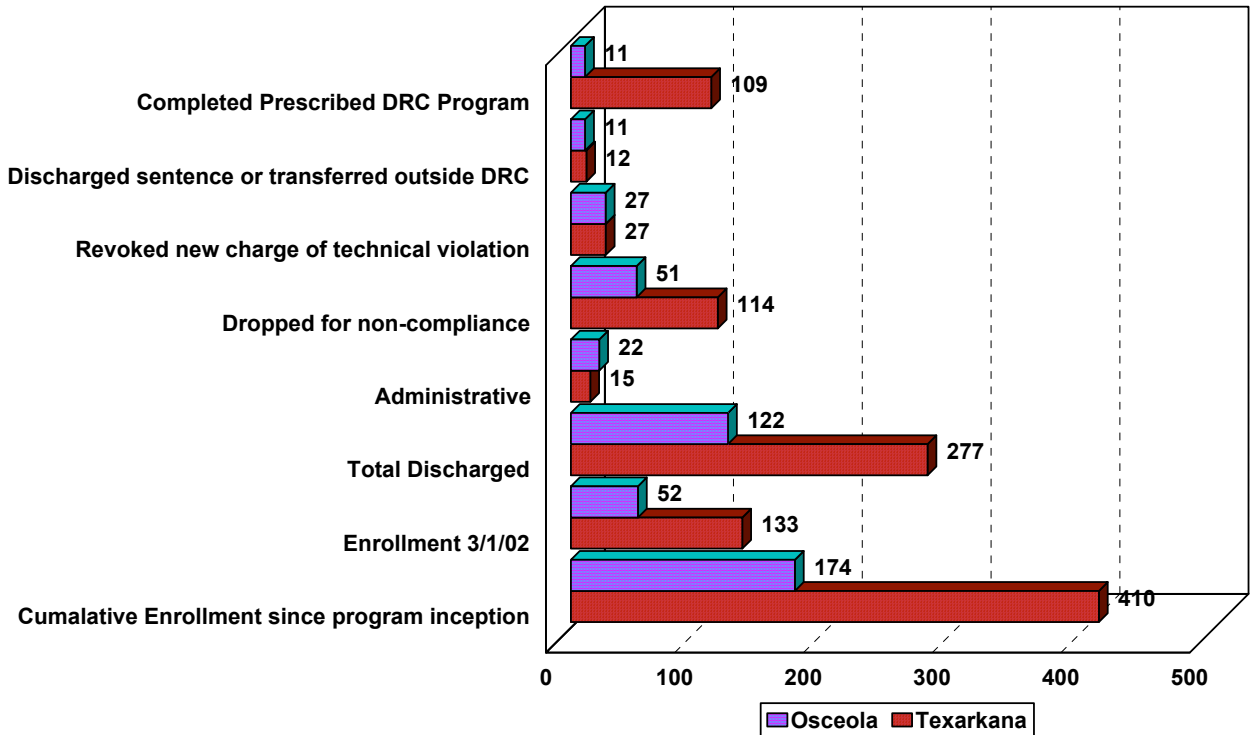
**Osceola
Opened August 2000**



**Texarkana
Opened April 2000**

DRC Breakdown

From April 2000 to February 2002, 584 offenders were enrolled in the program.
Of that number, 399 were released from the program.



Six clients were enrolled and discharged from the Osceola DRC twice.

Demographics of Recidivism Study

The total number of clients released from the DRC (120) will be tracked in a 3-year recidivism study.

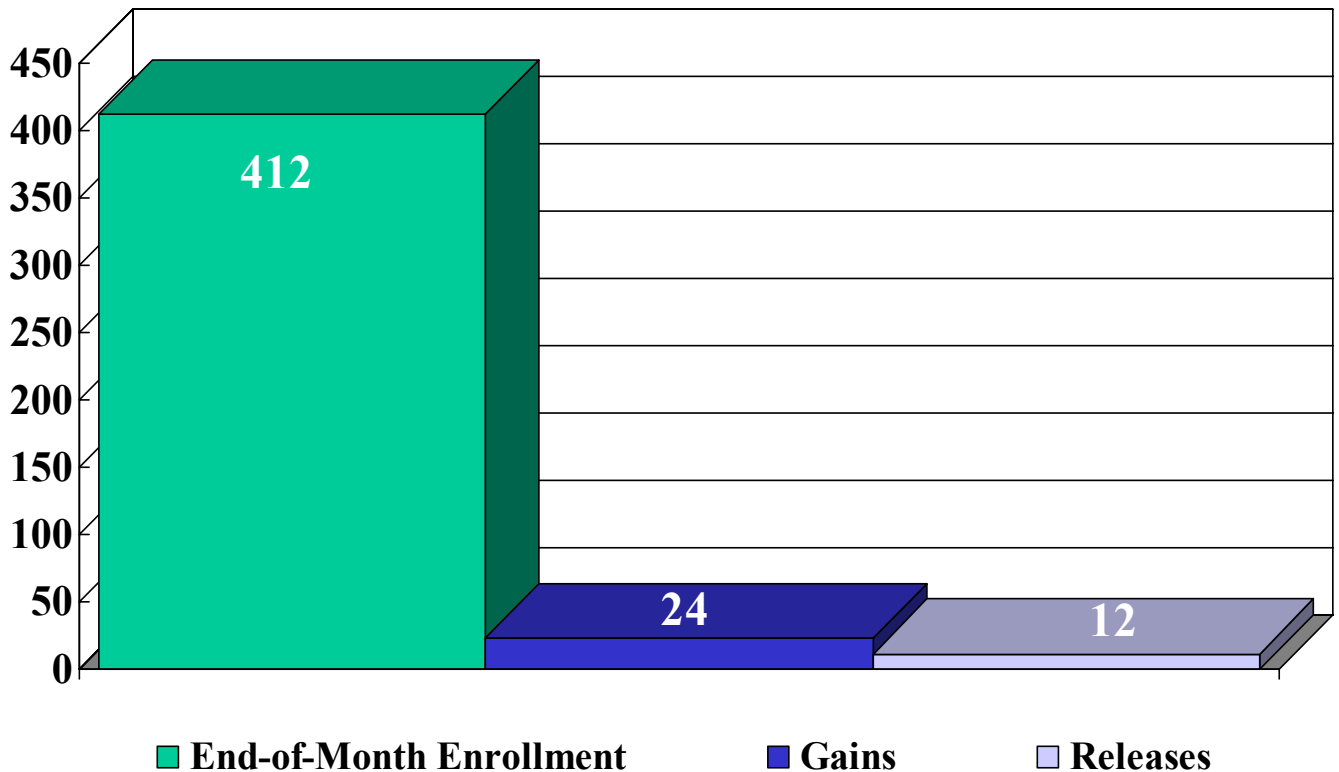
36 males (56% Caucasian, 39% African-American and 5% Hispanic) and 15 females (40% Caucasian, 53% African-American and 7% Hispanic).

The average age was 30 years.

Preliminary results at the end of 12 months reflect an overall 8% recidivism rate.

Statewide Drug Court Population

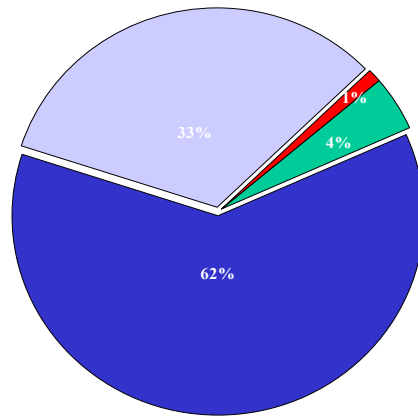
June 30, 2002



**Little Rock, Bentonville, Fort Smith, Van Buren,
Magnolia, Texarkana, and El Dorado**

Community Supervision Population

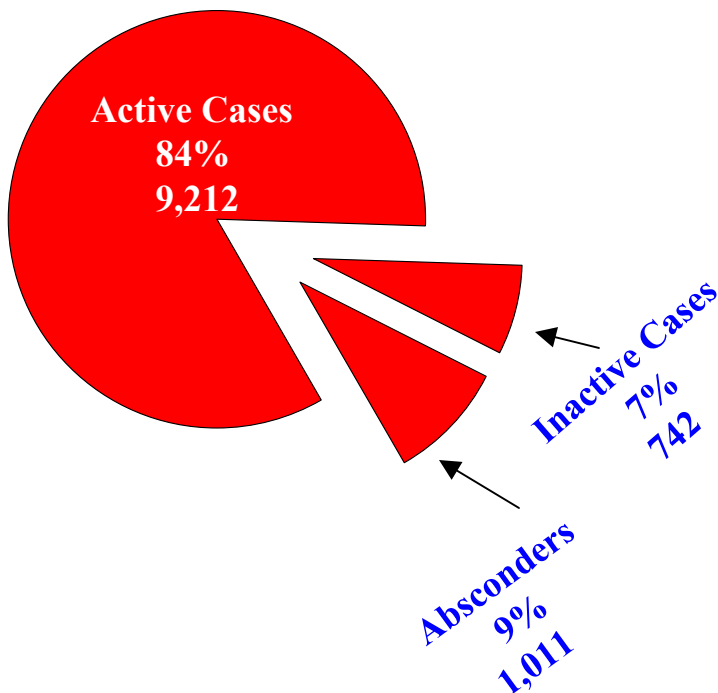
June 30, 2002



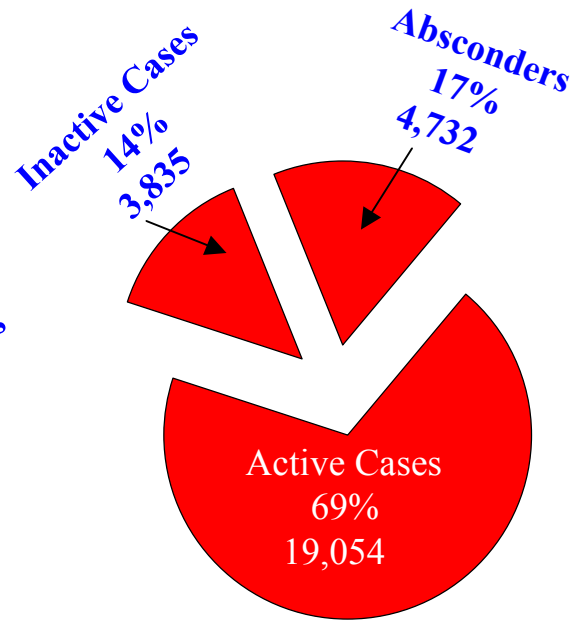
■ Max ■ Med ■ Min ■ Annual Report

Probation, Parole and Boot Camp Population

Parole – Case Status

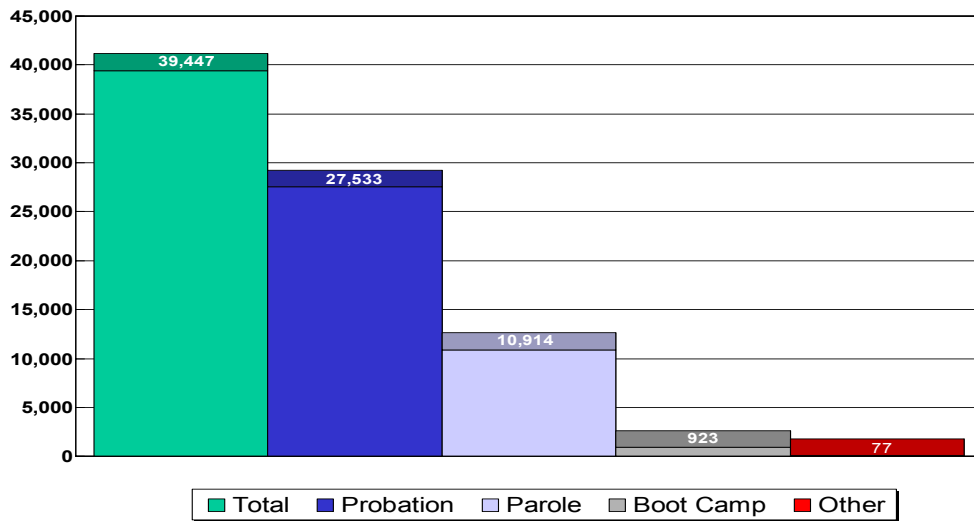


Probation – Case Status



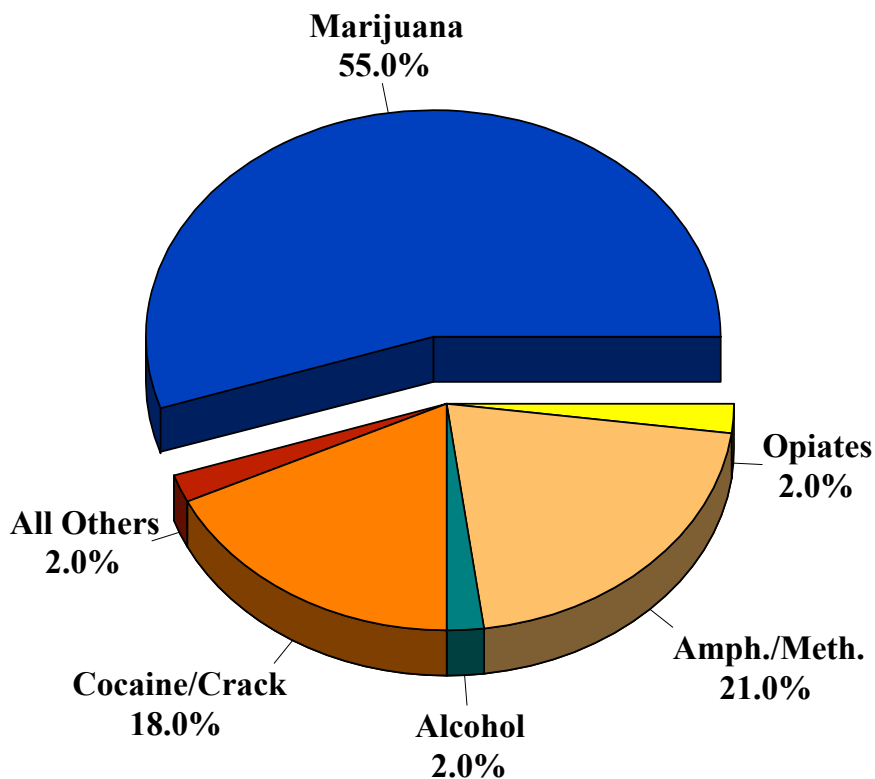
Community Supervision Caseload

June 2002



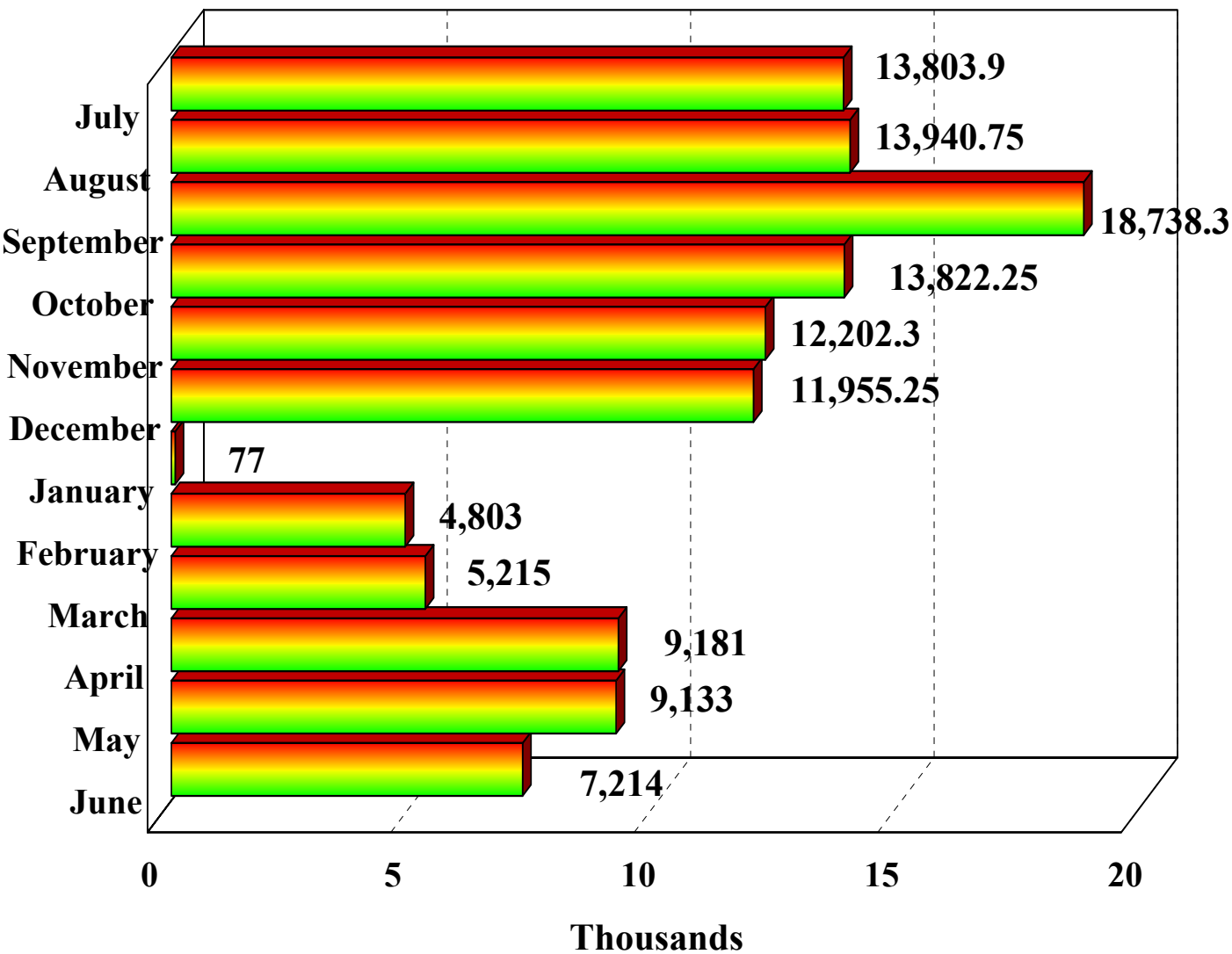
Statewide Probation & Parole Drug Testing

June 30, 2002

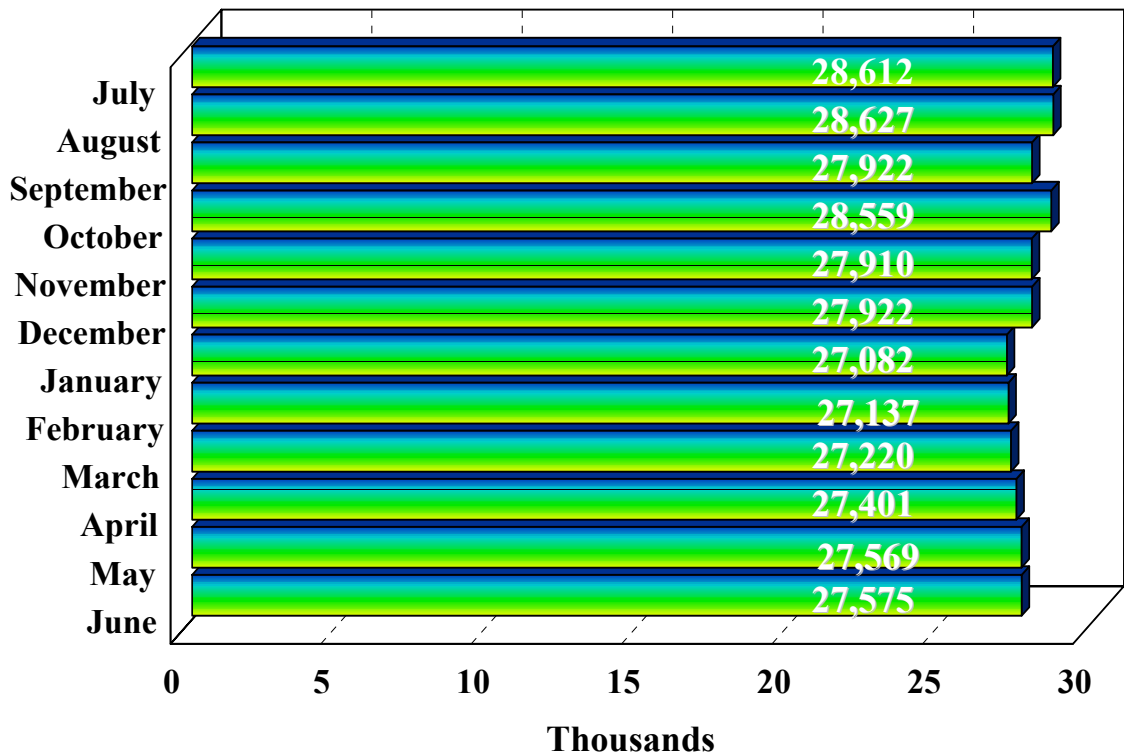


Of the 3,333 offenders tested, 790 or 24% tested positive for at least one substance.

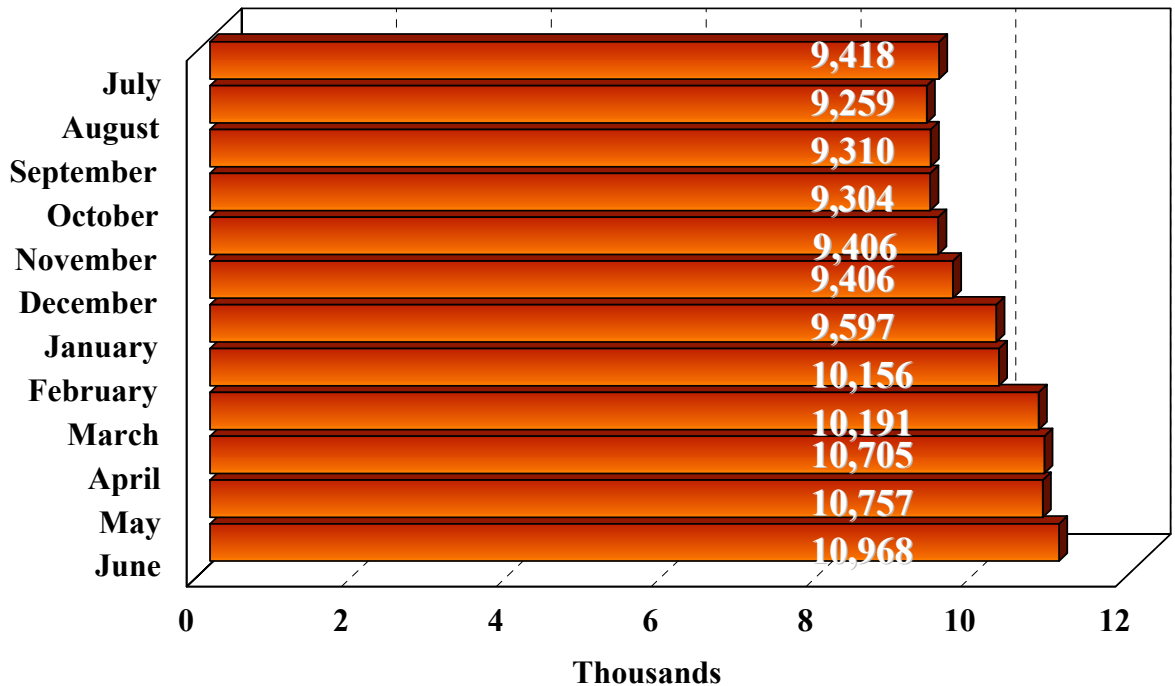
Probation/Parole Community Service



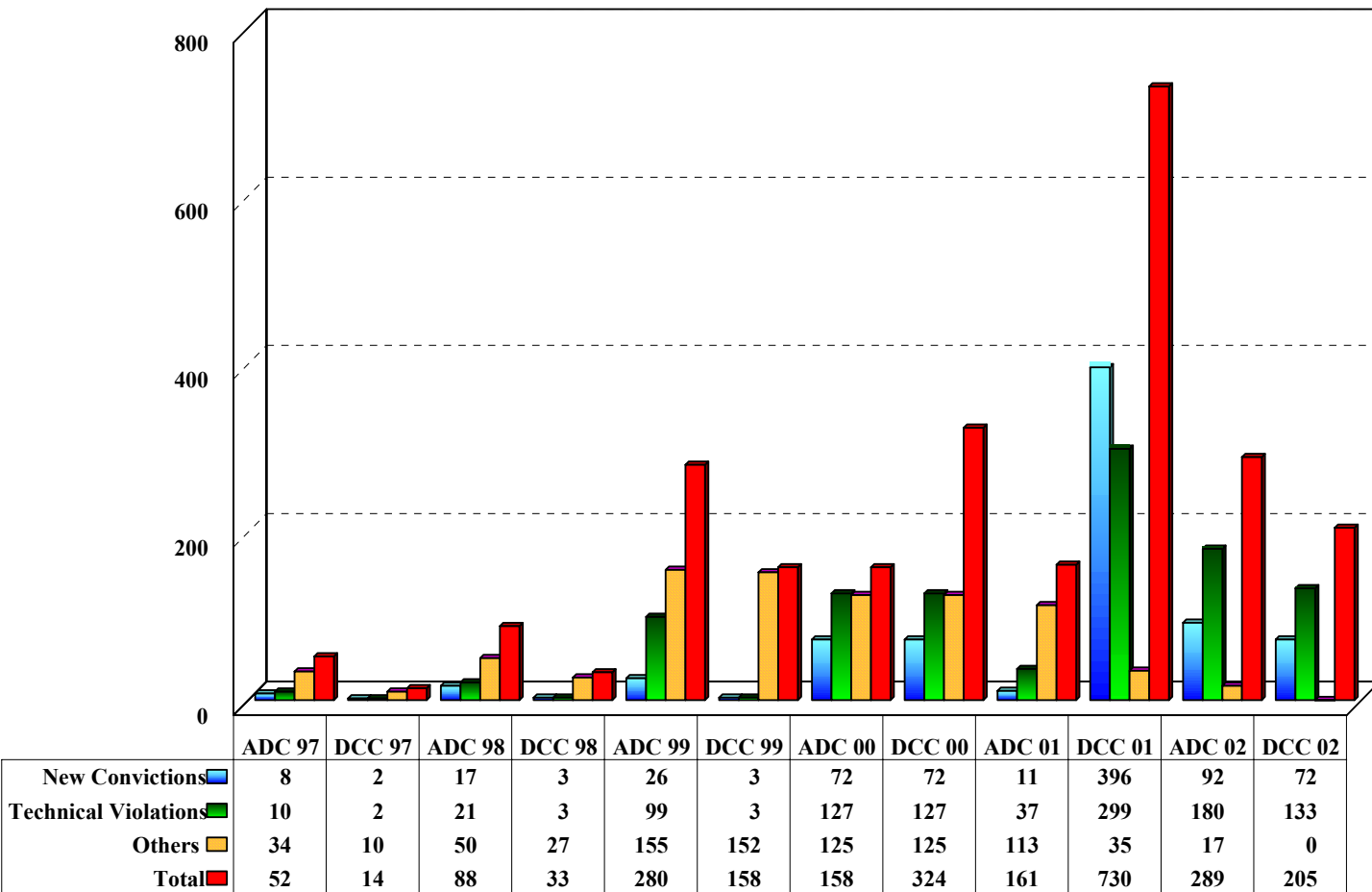
Probation Population



Parole Population

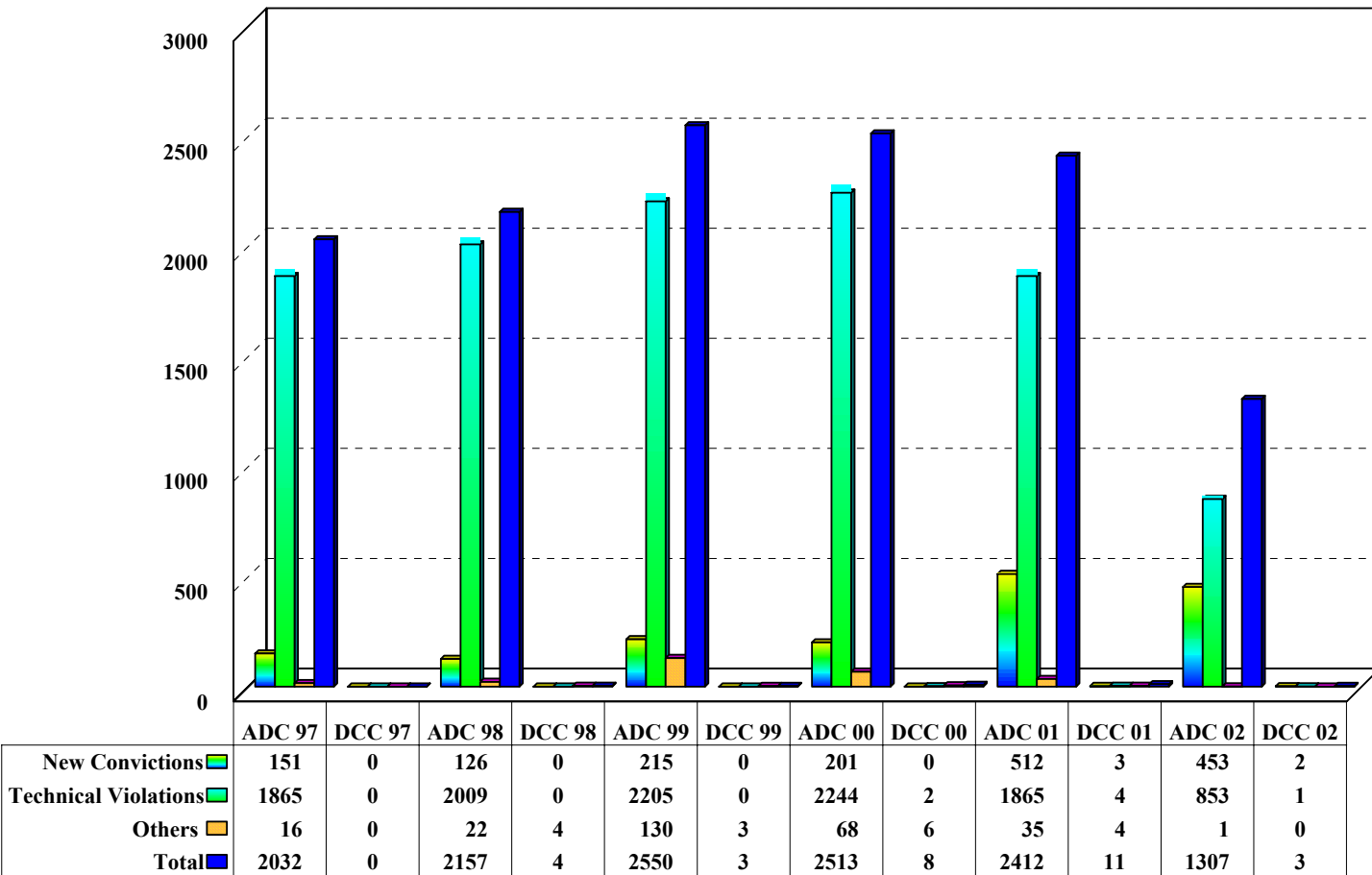


Probation Revocations Resulting in Incarceration in Arkansas



(1997-June 30, 2002)

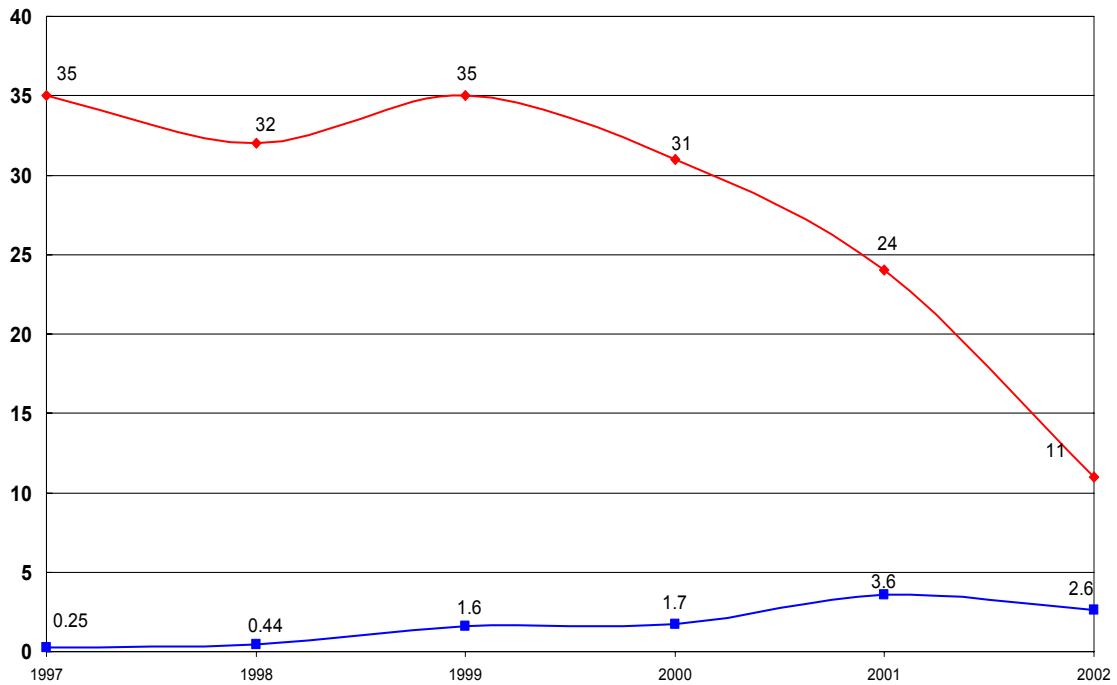
Parole Revocations Resulting in Incarceration in Arkansas



(1997-June 30, 2002); Figures include Boot Camp Releases

Revocation Summary

Percent of Average Caseload Revoked and Incarcerated by Year
(January – June 30, 2002; Boot Camp included in Parole figures)



Parole	2,032	2,161	2,553	2,521	2,423	1,310
Probation	66	121	438	485	1,019	700

**Arkansas Department Community Correction
Two Union National Plaza
105 West Capitol, 2nd Floor
Little Rock, Arkansas 72201**

“Service with Integrity and Excellence”